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ABSTRACT

This guide, prepared by the Canadian Office of Manpower and Immigration, intends to inform secondary students of many alternative employment possibilities and educate the students as to qualifications required. Interviews with workers in various fields of the protective services careers detail what students can expect and what is expected of them for each job. Also included in the booklet is a future outlook predicting employment trends in each field's future. (MML)

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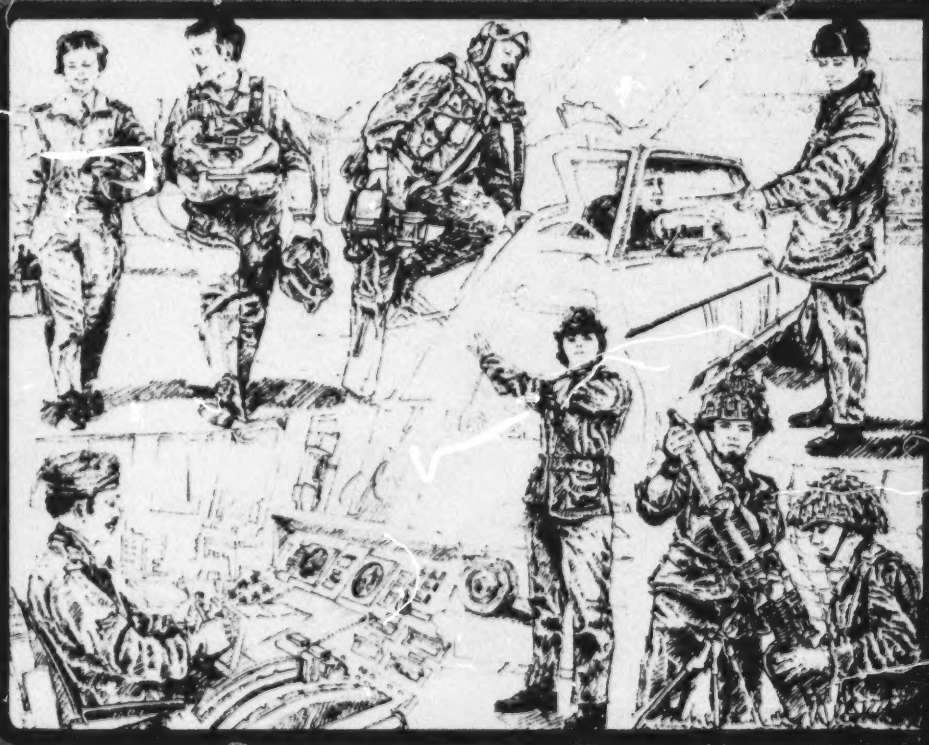

Manpower and Immigration
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MESSAGE FROM THE MINISTER

All Canadians must be given the opportunity to determine their abilities, develop them through education and training, and apply their talents in a meaningful occupation. To achieve this goal, sound information must be made available to every Canadian at a stage in their development where fruitful decisions can be made. Careers – Canada is a major effort towards this end.

The benefits of the Careers – Canada series should affect many people: the student considering entrance into the world of work; the worker seeking to change occupations; the prospective immigrant; the manpower or vocational guidance counsellor, in fact, anyone wishing to match people with jobs.

Many people have been involved in the production of Careers – Canada, I join them in wishing you every success in your career search.

Robert Andras

NOTE TO READERS

The ultimate judge of any material is the user. It is recognized that improvements can be made in the initial booklets and we ask all readers to forward any suggestions to us. The consolidation of these comments will allow us to better provide you with the type of information required.

Suggestions and comments should be addressed to:

Director,
Occupational and Career Analysis
and Development Branch,
Department of Manpower and Immigration,
305 Rideau Street,
OTTAWA, Ontario.
K1A 0J9

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Disponible en français sous le titre Métiers des services de protection

IS THIS FOR YOU?

Many people find real satisfaction in helping others. They protect property, help maintain a peaceful social environment, apprehend suspected criminals, or protect Canadian society by keeping watch at the country's borders for illegal goods or undesirable persons. Would you be interested helping others in this, the field of protective services?

In this booklet you will read interviews with people who work in protective services. They are mostly young people who just a few years ago were trying to come to terms with what they wanted to do with their lives.

They are willing to work irregular hours, often on a shift basis. Many have their 'weekends' in the middle of the week. Although they are peace-loving people they expose themselves to dangerous situations and sometimes risk their own lives, for no great financial reward. Choosing a career in protective services requires that they learn to use responsibility and authority.

Why do they do it? Could you do it? Would you *want* to?

You will read in this booklet remarks like: "If I can do something to help prevent accidents, I'll do it." Or: "I always knew that I wanted to work helping people, and not just sit behind a desk."

Why do they do it? Maybe because a police officer helped them once when they were young, and they've kept that image as something to respect. Or maybe helping other people makes them feel worthwhile, no matter what the inconvenience to themselves.

These people are not in protective service occupations because they are heroes or because they want to be heroes. Sometimes they may feel disillusioned and downhearted, but generally their work makes them feel good. The important question for you is, would working in one of these occupations make *you* feel good?

The occupations described here are in the fields of police work: firefighting; correctional work in prisons and other correctional institutions; private investigation and security; and regulatory work carried out by customs officers, immigration officers and conservation officers. Occupations within the Canadian Forces are also briefly described.

You no longer have to be the right man for the job, but you do have to be the right person. The basic 'protective' roles in society, those of the police forces and the armed forces, have been traditionally masculine. In one or two fields they remain so, notably in the Canadian Forces where combat roles, sea-going operations or remote-location operations do not provide facilities for women. In such cases it is the environment, not the occupation, that has not yet been opened to women. It is only a matter of time before the environment is made acceptable by the provision of facilities. Firefighting roles are traditionally not filled by women for the same reason.

But these are the exceptions. Police forces are now open to women, married or single, and women are moving into many careers in protective services. Several women describe their careers in this booklet. Although women comprise only a small percentage of this group, their numbers are growing. They must meet the same qualifications as men and are hired on the basis of the best person for the job. The words "he" and "she" are interchangeable.

Male or female, what do these people have in common? They can operate under the stress of knowing that they sometimes work in the face of opposition from others, perhaps while arresting criminals or disciplining unruly inmates in institutions. At such times, you must keep personal feelings under control. Knowing that an offender is not abusing the police or correctional officer personally, but is only 'taking it out' on the system, help you to keep calm.

They are people who must accept discipline and perform tasks according to rules. These rules must be learned as they may be applied to split-second judgments of critical situations. Protective service officers live by rules, understand them, explain them to others and recognize what to do when they are broken.

These people possess qualities of patience, stamina, willingness to help others and a sense of humour. They are constantly meeting others from all walks of life, many of whom try to 'put them down.' Many say they have had to learn not to get too involved, not to take things personally. They say they have learned a lot about their own abilities from their work.

The academic qualifications for these occupations

IS THIS FOR YOU?

vary. A customs officer, for instance, could have a university degree or Grade 12. Every situation is different. So why not look at some of the occupations described in the following pages? Perhaps they will appeal to you, perhaps not. But they may help you learn a little more about the sort of career you might like to follow.

THE GOVERNMENT POLICE GROUP

The police in Canada: What does it mean to you?

In Canada there are three government police forces: the Royal Canadian Mounted Police, the provincial police forces of Ontario and Quebec, and the forces operating within the boundaries of certain cities and municipalities.

If you like working with people and would like a job with variety and responsibility, you might consider a career as a police officer.

You might prefer to think of yourself as a narcotics agent or as a plainclothes detective. But at some point in time you have to stop and think: where do I start, and how?

Many of the specialized careers within police forces require special qualifications; for example, to work in laboratories or computer installations one might need a degree in chemistry or training in computer programming.

For those careers we are concerned with here, those providing a protective service, the choice in practical terms is broken down to one question: which police force appeals most to you?

Responsibilities vary from force to force. Municipal or city police officers enforce local by-laws, federal and provincial laws and statutes, and the Criminal Code of Canada, within specific boundaries. If you join a municipal police force, you would not be transferred to work beyond municipal limits.

In Ontario and Quebec, provincial police forces maintain peace, order and public safety by enforcing federal and provincial laws. You must be willing to accept transfer anywhere within your province if you join either the Ontario Provincial Police or the Sûreté du Québec.

The Royal Canadian Mounted Police (RCMP) is responsible for the enforcement of federal statutes throughout Canada, maintains national security and provides full police services in the Northwest Territories and the Yukon. The RCMP also enforces provincial statutes outside Ontario and Quebec, and polices cities, towns and municipalities that do not have their own force. Members of the RCMP must therefore be willing to accept transfer anywhere in Canada.

Basic requirements for entry to any police force are usually Grade 11 or 12, age 19, sound moral character, good physical condition and usually a valid driver's licence.

Chances for promotion and advancement and the variety of careers within each of the forces are also different. The charts provided in the following pages will give you an idea of each force. Interviews with young police officers with a variety of experience will tell you what to expect during training. Remember, however, that the patrol duties of a new recruit are quite similar in most police forces.

NATURE OF WORK

The Royal Canadian Mounted Police

"Some people grow up in a small community and want to stay there all their lives. In my case, I wanted to get away," says Tom Walden. "I grew up in a small Ontario town. By the time I was 18, I knew I wanted to get out on my own and see the rest of Canada." He did just that by joining the Royal Canadian Mounted Police. Now 28, he has no regrets.

Tom's older brother was in the RCMP and had been posted in the Arctic. What appealed most to Tom about joining the RCMP was the chance to travel and gain some independence.

To apply, Tom went to Toronto, his nearest RCMP detachment. After an interview and medical examination he was accepted and signed on for a first term of five years. Within a year of applying he was on a train with other recruits bound for the RCMP Training Division (now the RCMP Academy) in Regina for a six-month intensive training program.

Basic requirements for entry are Grade 11 and good physical condition, but competition is keen and many recruits have more than the basic academic qualifications. You can apply at 18 but must wait until your nineteenth birthday before being accepted.

"The training is strenuous," Tom remembers. "It's the type of training that builds character and gives you confidence to make on-the-spot decisions without being either inconsistent or unfair. I still see some of the guys I trained with; we're like brothers, having gone through it as a team together.

"You're put in situations where you have to learn to trust one another and take orders without question or hesitation. I soon learned on my first posting how important that part of the training had been to me."

The training is about 60 per cent academic; for example, learning laws and regulations. The rest is physical training and drill. In the classroom recruits are given a background in psychology and social work to help in the real-life situations they may face later.

After training, a recruit may be posted to a detachment, or small unit, anywhere in Canada. The organizational chart gives an idea of how the detachments fit into the structure of the RCMP. Each detachment is part of an operational division. Tom's first posting to Bonnyville, Alberta, was a part of "K" Division.

"I was lucky," Tom says. "I loved Alberta when I visited it years before; but the great thing was being posted to a three-man detachment where I was immediately exposed to many facets of police work in the area. It was quite an eye-opener."

After working long hours on shifts with few weekends off, Tom still had no regrets. "I really enjoyed the responsibility and independence, right from the start," he says. "I was single and had no commitments, and the hours didn't bother me. In fact, I used to enjoy night patrol."

Tom's next transfer was to Edmonton for Supreme Court duty. "On court duty I learned how to handle people in custody. You learn a lot about people and their feelings regarding the law and the judicial system. I escorted prisoners from court to penitentiaries, and escorted mental patients to institutions within the province."

The next transfer was to a detachment just outside

Edmonton for highway patrol duty, which involves enforcing provincial laws and statutes.

"The basic patrolling duties included traffic law enforcement, investigating traffic accidents and letting the people know we were there as a deterrent against bad driving habits," Tom says. "I did some aircraft patrol, but mostly I was in a radio-equipped car."

Tom doesn't like to remember some of the accidents he saw. "The purpose of highway patrol is to make people see the importance of road safety and cut down accidents," he says. "People take chances; if they see us there, perhaps they won't take so many. And who knows, maybe we even save a few lives."

It can be lonely on highway patrol, Tom admits. "But it's rewarding; you know you're doing something worthwhile," he says. "If there's a little bit I can do to keep a system working where we can provide safety and protection, then I'll do it. And you know, that gives me a real feeling of accomplishment."

After three years on highway patrol duty, Tom was asked to work in federal law enforcement. There was an opening for customs and excise work as an undercover smuggling investigator in Hamilton, Ontario.

"That was a big change," Tom recalls. "A 32-man detachment, plainclothes; everything was different. I missed the uniform. In a suit and tie I wasn't recognized on the street as a member of the force; I didn't feel the same sense of service to the community I'd felt before."

In Hamilton Tom's duties were the enforcement of customs laws and the discovery of their violations, duties for which he had been prepared at a Customs and Excise Act course in Toronto. Training and education never stop in police work; courses are offered in specialized fields for qualified members who show an interest in advancement. But, Tom points out, there is no substitute for experience, and at least five years of general police duty are necessary to learn how to deal with people and to gain self-assurance before you are ready for specialization.

When Tom first applied for the RCMP he had expressed an interest in attending a university. A year after his transfer to Hamilton he was asked if he would like to take university courses as preparation for a new position in the Liaison Branch of the RCMP, which is responsible for keeping the public informed about the activities of the force.

"I now have the best of both worlds," Tom says. "I thoroughly enjoyed all my field experience and with the force's help, am now able to continue with my education."

Tom says his future is just starting. "These years have given me the opportunity to experience a wide variety of police work. You have to do some awfully tough things, like tell parents their children have been killed in an accident. The first time, it's difficult, and it never gets any easier. I still think the training is the key which gives you the confidence and character for the job. The training prepares you; but when it comes right down to it, you're on your own."

Greta Hausler, one of the first female RCMP constables to graduate from the Regina training program, is now working at her first detachment in Surrey, B.C.

After a rigorous six-month training program, RCMP officers are assigned to detachments anywhere in Canada. First postings usually involve considerable patrolling duties, when the officer patrols assigned areas in a radio-equipped car. Checking building security, investigating suspicious persons and helping at the scene of traffic accidents are all part of the day's work.

NATURE OF WORK

"I had been working as a dental assistant in Edmonton, and a lot of the RCMP officers used to come in for treatment. I liked the sound of their work, and when I saw an RCMP ad in the paper I applied. I thought the job would be challenging and exciting," Greta says.

"The exciting thing is that you never know what you'll have to deal with next," she says. "There is some routine work, such as the constant patrolling of property and the 'graveyard' or night shift."

RCMP officers, as all peace officers, must keep constant records of their activities both for daily reports and as possible evidence in court.

Greta feels she is learning to develop a thick skin. "You have to keep cool," she says. "People don't always like police officers and when they are abusive you have to learn how to deal with them."

Being a woman has presented no problems at all in her work, Greta feels. "Everyone in the force has been really helpful, and I'm treated the same as everyone else."

All RCMP officers face the possibility of a posting in a remote area. Many of Ralph Newbolt's 15 years in the RCMP have been spent in the far north.

Ralph was 18 when he applied to join the force. He had always thought he would like northern service, and while serving at his first detachment in Vancouver he applied for northern duties. Within a year he was stationed in a small town in the Yukon where he stayed for two years.

Ralph finds that working in the north presents special problems. "One day you're out with people, hunting or fishing, and the next day you have to pull them in for a violation. You're living in a small community and have to work with people."

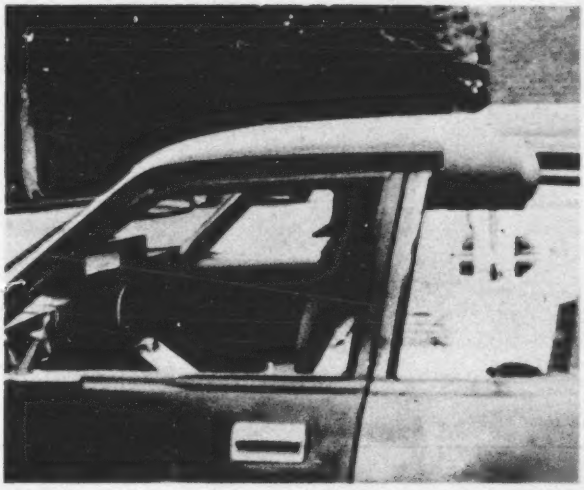
Ralph's second northern detachment was at Watson Lake, Mile 635 on the Alaska highway. "We were four busy police officers up there. I was used to working in a small community and had to adjust to a larger one."

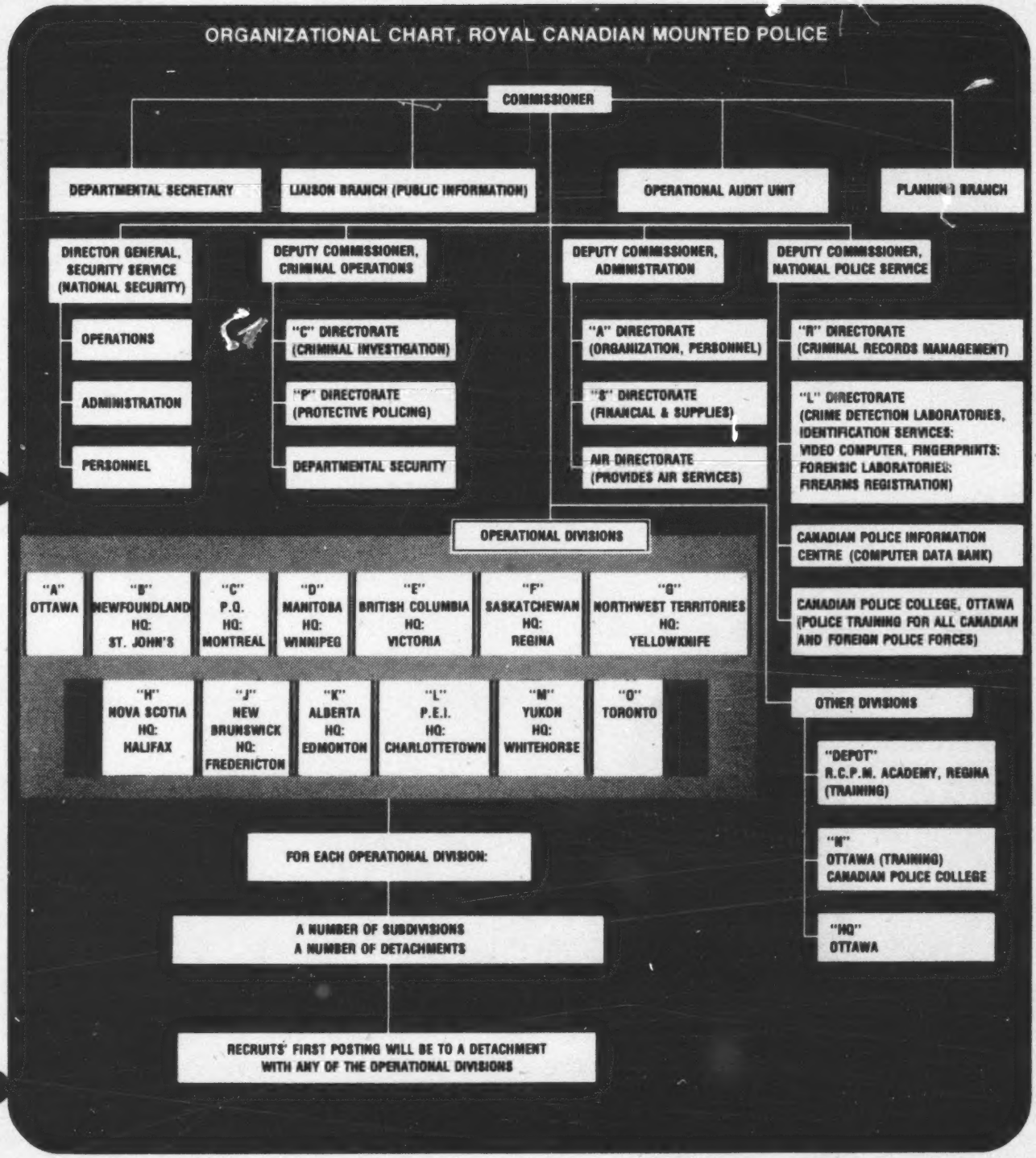
After one year in Ottawa, he was transferred north again, including postings in Frobisher Bay, Resolute Bay, Igloolik and Cape Christian. In all, he spent seven years in the Northwest Territories.

"We saw a lot of beautiful country, and some of the best years of my life were at Aklavik, one of the few settlements in Canada with both Indian and Eskimo populations. We got to know a lot of the people, but got to know their problems too."

Ralph is now working part-time towards a degree. He is currently working in the Commercial Crime Branch of "C" Directorate in Ottawa (see Organizational Chart under "Criminal Investigations").

"I joined the RCMP with the minimum requirements and have always worked with a terrific bunch of guys," Ralph says. "You have to be willing to travel and to meet people from all walks of life."




ORGANIZATIONAL CHART, ROYAL CANADIAN MOUNTED POLICE
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DEPARTMENTAL SECRETARY
LIAISON BRANCH (PUBLIC INFORMATION)
OPERATIONAL AUDIT UNIT
PLANNING BRANCH
DIRECTOR GENERAL, SECURITY SERVICE (NATIONAL SECURITY)
DEPUTY COMMISSIONER, CRIMINAL OPERATIONS
DEPUTY COMMISSIONER, ADMINISTRATION
DEPUTY COMMISSIONER, NATIONAL POLICE SERVICE
OPERATIONS
ADMINISTRATION
PERSONNEL
"C" DIRECTORATE (CRIMINAL INVESTIGATION)
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"L" DIRECTORATE (CRIME DETECTION LABORATORIES, IDENTIFICATION SERVICES: VIDEO COMPUTER, FINGERPRINTS: FORENSIC LABORATORIES: FIREARMS REGISTRATION)
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"C" P.Q. HQ: MONTREAL
"D" MANITOBA HQ: WINNIPEG
"E" BRITISH COLUMBIA HQ: VICTORIA
"F" SASKATCHEWAN HQ: REGINA
"G" NORTHWEST TERRITORIES HQ: YELLOWKNIFE
"H" NOVA SCOTIA HQ: HALIFAX
"J" NEW BRUNSWICK HQ: FREDERICTON
"K" ALBERTA HQ: EDMONTON
"L" P.E.I. HQ: CHARLOTTETOWN
"M" YUKON HQ: WHITEHORSE
"O" TORONTO
OTHER DIVISIONS
"DEPOT" R.C.P.M. ACADEMY, REGINA (TRAINING)
"N" OTTAWA (TRAINING) CANADIAN POLICE COLLEGE
"HQ" OTTAWA
FOR EACH OPERATIONAL DIVISION:
A NUMBER OF SUBDIVISIONS
A NUMBER OF DETACHMENTS
RECRUITS' FIRST POSTING WILL BE TO A DETACHMENT WITH ANY OF THE OPERATIONAL DIVISIONS

NATURE OF WORK

Provincial Police

Ontario and Quebec are the only two provinces in Canada with provincial police forces to enforce federal and provincial laws. The largest numbers of officers in both forces are employed in traffic control, and new officers are usually assigned to this patrol as their first duty.

Training in the two provincial forces is different. In Ontario, recruits are given a three-week orientation course in Toronto to introduce them to the force and are then sent to a detachment (or police unit) for up to six weeks of introductory training. They are then sent to the Ontario Police College in Aylmer, Ontario for three months. In Quebec, recruits are sent to the Nicolet Police Institute for a 19-week training program. In both provinces there is a probationary period for new officers who have successfully completed their training.

Patricia Daly was one of the first women applicants accepted by the Ontario Provincial Police.

"I have a brother on the force and was always interested in his work. When I heard they were recruiting women, I applied right away," Pat says.

"My regular duties involve traffic patrol on Highway 401 and in Downsview," Pat says. "I investigate accidents and traffic violations. You ride at first with a coach, an officer with a lot of experience. You stay with a coach for three months on day shifts and six months on the night shift. You are not left alone until you have a feeling of confidence and your coach thinks you could handle almost any situation."

"I remember the feeling when I first put on my uni-

form," says Clayton, an OPP constable assigned to Ontario Place duty. "You feel that everyone is looking at you, but you soon get used to it. You learn what it means to wear the uniform; the public expects a problem to be solved as soon as the police arrive on the scene. You have to be calm and level-headed; if you lose control of the situation your effectiveness as a police officer can be damaged.

"Basically, I like to help people. I didn't apply for the advantages of salary, and in fact was surprised to find out how good it was," he says.

Both Clayton and Pat think that personal outlook was much more important as a qualification for police work than formal education, although both have more than the minimum Grade 12 that is required. "You have to be able to relate to people," Pat says, "and treat everyone as an individual.

"What I like most about the job is the feeling I get every once in a while that I really did something good today, like helping someone after an accident or talking to a kid who's really messed up."

Pat says she thinks the job is exactly the same for a woman as for a man. "The important thing is to be open-minded. And being a constable was so different from anything I'd done before! In my first three weeks, it was all so new and I was ready to quit. But after the first year, you have this great feeling of confidence that you've made it."

Pat was with Clayton on temporary assignment at Ontario Place and expected to go back to regular traffic patrol. They both look forward to promotion beyond the rank of constable, based on a combination of written examination and past experience. There is also the chance for promotion to a higher rank within the district headquarters; this is shown in the chart on page 12. For any police officer with special interests, courses are available in such subjects as Organized Crime Detection or Drug Law Enforcement at the Ontario Police College in Aylmer, Ontario, or at the Canadian Police College in Ottawa. Specialized studies plus further field experience could lead to promotions in any of the divisions shown on the chart.

Réjean Thériault is a member of the emergency team with the Sûreté du Québec, or Quebec Provincial Police. He had spent two years with the Canadian Forces but found that although he enjoyed the variety of the work and the contact with people, he did not enjoy constant travelling as much as he had expected. "I've always liked discipline," he said, "but I wanted to return home to Quebec."

For all police work, good physical condition and sound moral character are required. Entry procedures for the forces are also standard. Réjean wrote a two-part examination on general knowledge and topics important to police duties; then there was a physical examination and an interview.

Réjean enjoyed his training course at Nicolet. It included, he says, study of the Highway Code, Criminal Code, firearms practice, drill, crowd control, patrol techniques, photography for accidents or murders, and simulations of thefts, hold-ups or domestic quarrels.

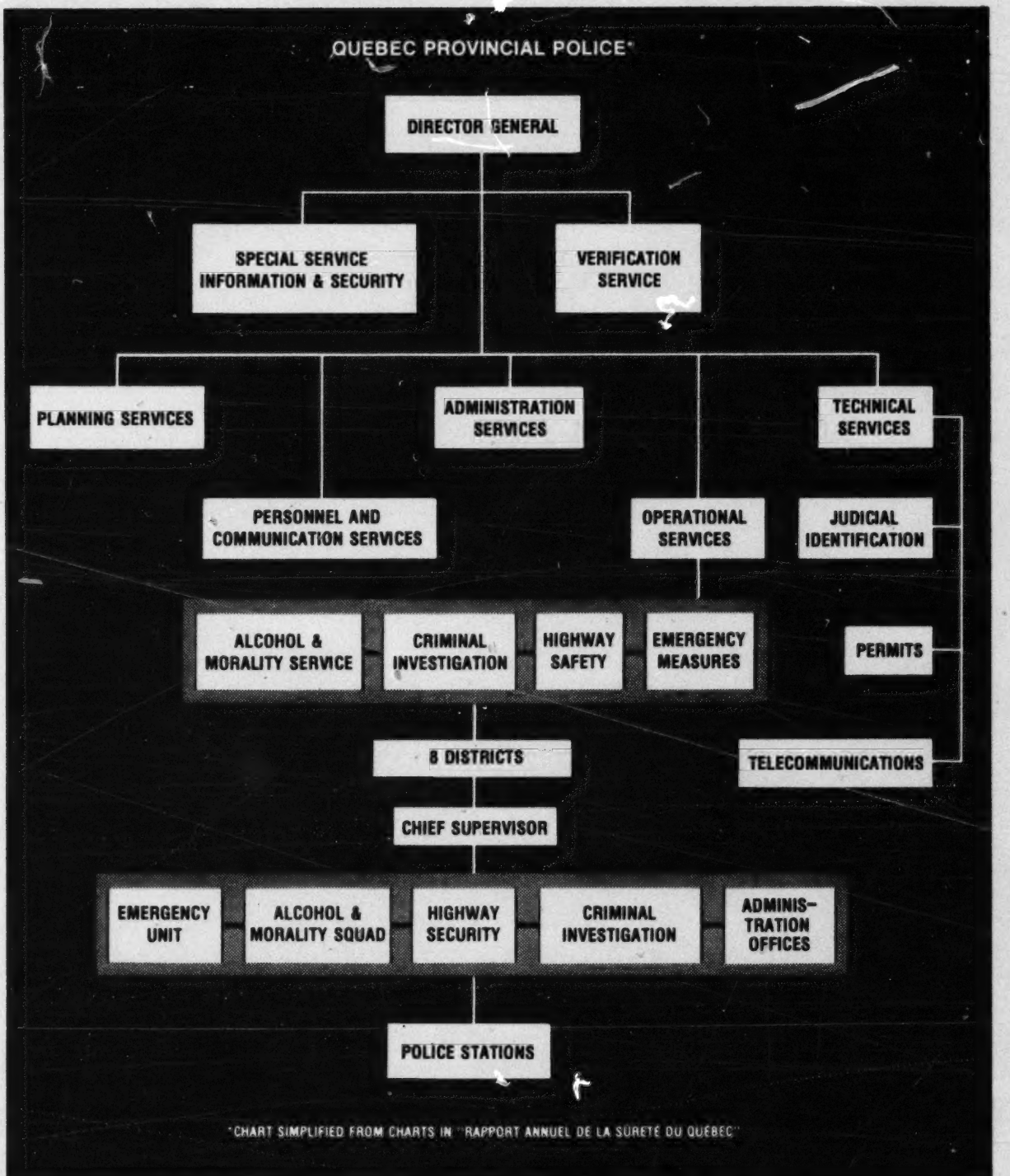
NATURE OF WORK

He has now been with the force for two years, and is especially enjoying his work on the emergency team. The chart on page 11 shows that the emergency team is one unit within each of the eight districts in Quebec. Every district contains a number of local police stations.

As part of the emergency team or unit, Réjean is trained to deal with demonstrations, thefts, rapes, armed robberies, murders, and suicides. He and other members of the team may also be called out to help other officers.

Other assignments of the emergency team can be exciting and sometimes dangerous. But Réjean says that risky activities like patrolling roads by helicopter and helping during floods, fires, or winter storms give him the satisfaction of knowing that he is helping others by providing a protective service.

"You must be able to deal with all sorts of events and disasters," he says. "And like any police officer, you must accept shift work in all kinds of weather. Above all, to be a police officer you need self-discipline. There's always something new, and always, for me, the pleasure of helping people."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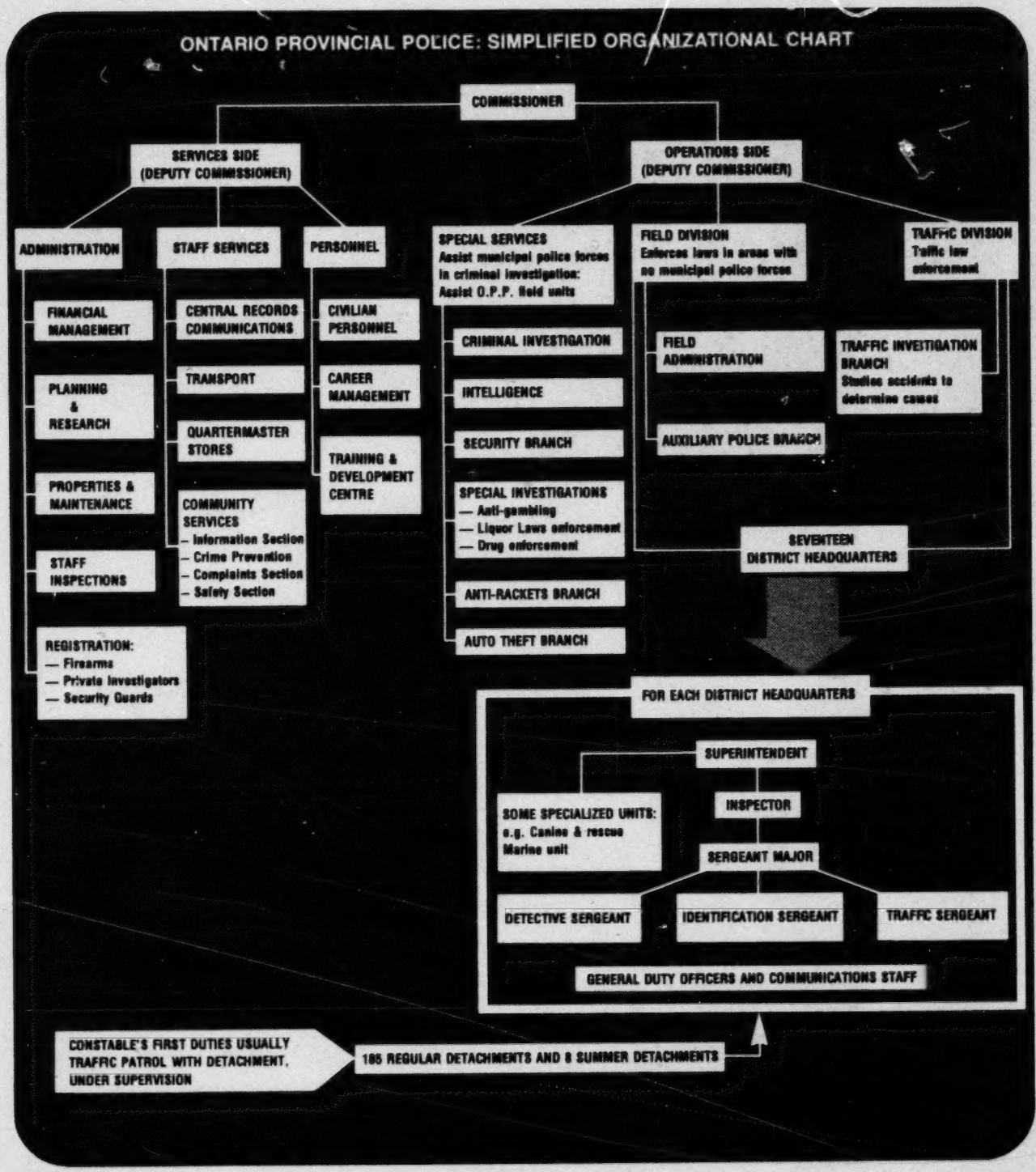
NATURE OF WORK



Municipal Police

Pierre Dubois was born in Quebec City and attended law school there. During a summer vacation he worked with the Quebec City Police Force, and became so interested in police work that he decided to leave the study of law for the enforcement of it. He has now been on the Quebec Sûreté Municipale for 16 months.

No two working days are alike for a police officer, for no two situations are ever the same. "I think one of the first things I learned was that to be a good police officer, you must be aware of what's going on at all times," Pierre says.

Recruits for the police force in Quebec City train at the Police Institute at Nicolet, the same college for recruits to the Quebec provincial force. When his application was accepted, Pierre was sent on the 19-week training program that included karate, judo, firearms practice, study of the Highway and Criminal Code and studies of situations where police action is needed.

"We were given practical situations to deal with," Pierre says. "For instance, searching for a patient who has run away from a mental hospital or how to act at the scene of car accidents."

At the end of the training period there were written examinations and three weeks of on-the-job training with an experienced officer before being sworn in as a member of the force.

"If you want to be a police officer, talk to one to get the real picture," Pierre says. "I still hate to arrest someone, and I still dislike having to adjust to the change in shifts. But I like helping people; that's what is important. Of course, the salary is good, but don't choose a career like this for the money."

Each municipality is responsible for running its own police force, although some municipalities arrange with the provincial force or the RCMP to provide police services. Qualifications and training are determined by the municipality.

Many municipalities run their own training programs combined with on-the-job training, and new officers usually work under the supervision of experienced officers for a period of up to a year before they are given their own patrol area.

During their first few years, municipal police officers spend a great deal of their time outdoors, patrolling an area either on foot or in a radio-equipped car.

On patrol, the police officer must do routine security checks of buildings while being on the alert for suspicious persons and activities. Daily reports must be written to record all activities and everything of significance that happened during the officer's shift. The reports are particularly important should the officer have to present evidence in a case at court.

In most municipalities, recruits serve as probationary constables for a year before becoming full constables. Recruits normally start on patrol duty in the Uniform Branch, which usually employs the

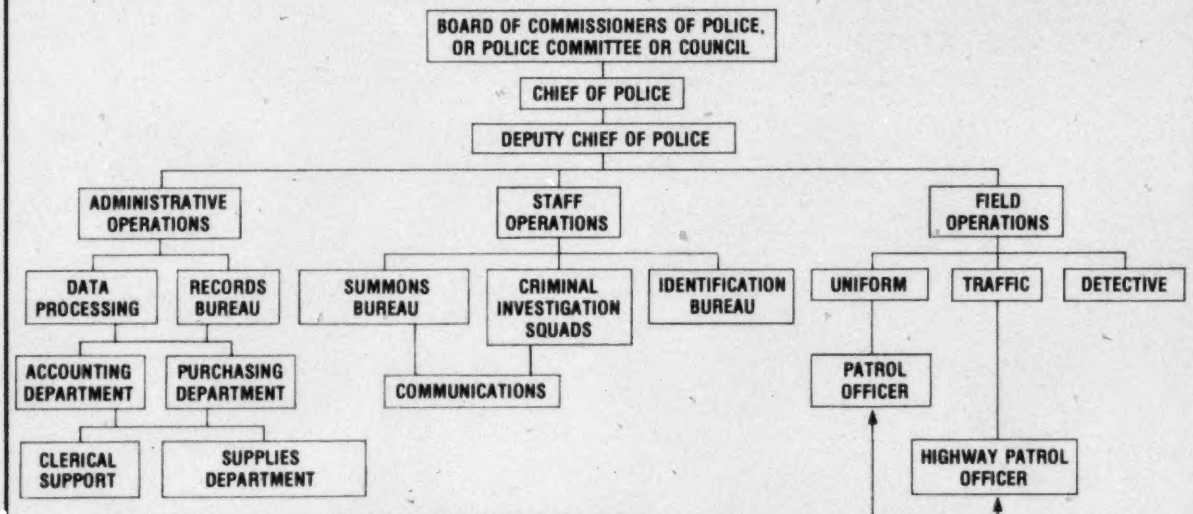
The municipal police officer needs to combine patience, courtesy and firmness to do the job properly. By helping the public with a friendly smile, the officer can help build good public relations and promote the trust and respect that the police need to do their job most effectively.

NATURE OF WORK

largest number of people in the force. The chart on page 14 will give you an idea of the arrangement of a typical municipal police force in a large municipality. In a small municipality many of the units under 'Administrative Operations' and 'Staff Operations' would be combined.

Being a police officer in a municipal force has its special challenges and rewards. Unlike members of provincial forces or the RCMP, you would not be required to leave your home town. In very small communities, there is the challenge of assuming a protective and law enforcement role among people who are your off-duty friends, a challenge that takes a special kind of self-discipline.

TYPICAL ORGANIZATIONAL STRUCTURE OF LARGE MUNICIPAL POLICE DEPARTMENT


BOARD OF COMMISSIONERS OF POLICE, OR POLICE COMMITTEE OR COUNCIL
CHIEF OF POLICE
DEPUTY CHIEF OF POLICE
ADMINISTRATIVE OPERATIONS
STAFF OPERATIONS
FIELD OPERATIONS
DATA PROCESSING
RECORDS BUREAU
SUMMONS BUREAU
CRIMINAL INVESTIGATION SQUADS
IDENTIFICATION BUREAU
UNIFORM
TRAFFIC
DETECTIVE
ACCOUNTING DEPARTMENT
PURCHASING DEPARTMENT
COMMUNICATIONS
PATROL OFFICER
CLERICAL SUPPORT
SUPPLIES DEPARTMENT
HIGHWAY PATROL OFFICER
NOTE: ORGANIZATION WILL VARY ACCORDING TO THE SIZE OF THE FORCE AND THE SIZE OF THE MUNICIPALITY. IN LARGE MUNICIPALITIES, THERE MAY BE MANY UNITS WITHIN ONE DEPARTMENT. IN SMALL MUNICIPALITIES, DEPARTMENTS ARE COMBINED AND OFFICERS PERFORM A CORRESPONDINGLY WIDER RANGE OF DUTIES.
NOTE: RECRUIT'S FIRST ASSIGNMENT USUALLY TO FIELD OPERATIONS

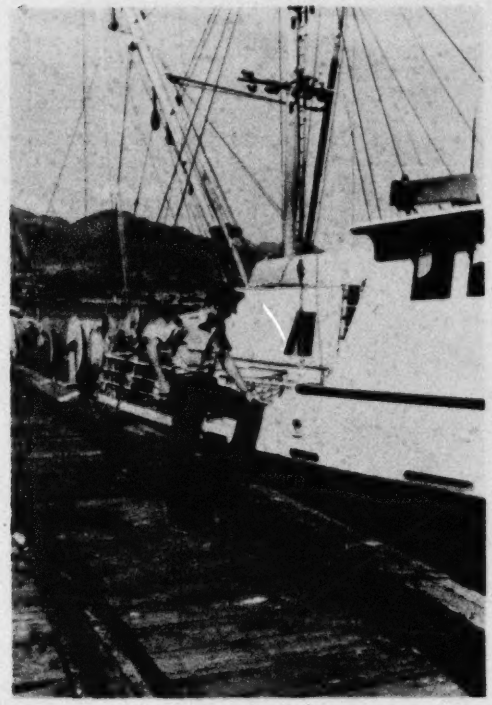
Harbour Police

"I always wanted to be a policeman. You know, some kids know exactly what they want. With me, it had to be the police." Josh Cole gazed around Vancouver's harbour. His childhood dream came true; now 21, he is a constable with the National Harbours Board (NHB).

"I didn't want to join the RCMP because I love Vancouver and didn't want to be posted away from the city. And for me, the idea of joining a big city police force was too impersonal; so the harbour police was just right. It's small enough that the people in the area get to know who you are.

"We're not restricted to the harbour area," he added. "The NHB has jurisdiction within a 25-mile radius from the harbour; in some investigations we cooperate with the city police or the RCMP as needed."

Inspecting ships tied up at the dockside is part of the duties of a harbour police constable. The constable must check that safety regulations are met, as well as patrol for possible crimes such as smuggling and illegal entry of persons into Canada.



Two thousand miles away in Halifax, Nova Scotia, Michael Hay grew up with the same idea as Josh — to be a police officer. But Michael was an inch too short for the municipal force, so he applied to the harbour police where the minimum height is five feet eight. Other requirements for harbour police are much the same as for municipal officers; usually Grade 11 or 12, good physical condition, sound moral character (assessed by interview) and possession of a valid driver's licence. A college course in law enforcement would be a help in finding employment in this field.

When accepted by NHB, recruits are sent to Montreal to the NHB Academy for a three-month training program.

"We had courses in psychology, showing us what motivates people to act the way they do and how to deal with them; on the Criminal Code, defensive tactics and defensive driving, physical education and hand-to-hand combat, first aid, stress situations, customs and excise and a course given by the RCMP on drugs and drug control," Michael recalls. "There was an exam each week."

Once on the job, after initial supervision, each constable works alone. "On the dayshift, you have to keep an eye on all the people working on the waterfront," Michael says. "You have to think of their safety working in the loading areas. Much of the work is checking the storage sheds for possible fire risks and for theft."

Josh Cole is happy that there is no routine in his work: "The only thing that I do every day is file a report on my activities. I could be answering radio calls on traffic accidents, investigating a theft or checking boat licences."

Another thing Josh likes is that he usually takes an investigation right through to a summons and, if necessary, to a court case for which he would prepare and present evidence.

Officers of the NHB have the same duties, powers, authority, protection and privileges under the law as members of other police forces. Their duties include enforcement of the Criminal Code, NHB Act and by-laws, and other federal and provincial laws. The NHB has headquarters in Ottawa and detachments in St. John's, Halifax, Saint John,

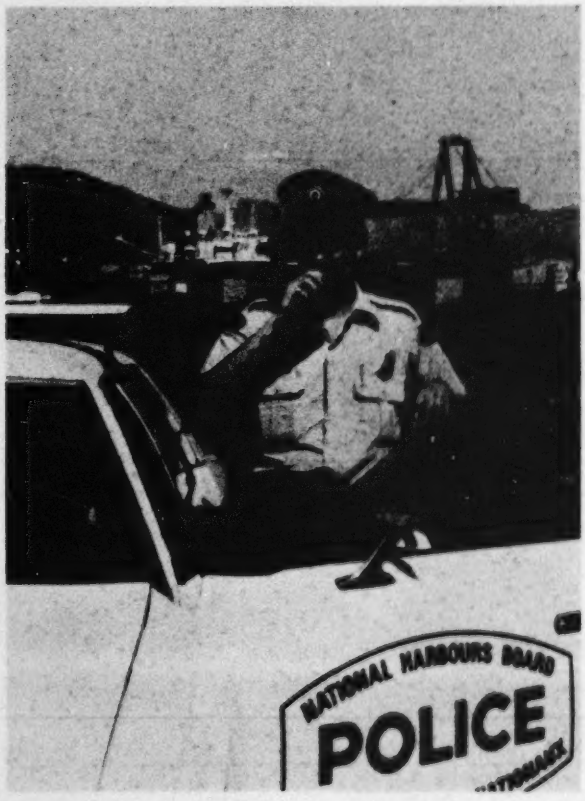
NATURE OF WORK

Quebec, Montreal, Vancouver, Prince Rupert and, for the shipping season only, in Churchill, Manitoba. Smaller ports at Belledune, Sept-Iles, Chicoutimi, Trois-Rivières, Prescott and Port Colborne are policed by the nearest NHB detachment.

As well as the NHB, there are other port and harbour authorities for some of the Great Lakes and west coast ports. Officers employed by these authorities have much the same duties and responsibilities as NHB constables, although some authorities are land-based only and some water-based only. Entry requirements are similar to NHB standards.

"Anyone in this sort of job has to be pretty thick-skinned at times, and you have to learn to keep your cool or people won't respect you," Josh says.

Regular patrols are carried out on foot or in radio-equipped cars by harbour police constables, cooperating with other police forces in the area. Constables are alert for fires, thefts or accidents and are trained to deal with these emergencies.



"You must have self-discipline, self-control and be courteous."

You also need plenty of common sense to deal with sudden emergencies, Michael points out. "For instance, I like to feel that I can break up a fight before anyone gets hurt," he says. "I think the police should give as much help and protection as possible to the public — after all, they pay our wages!"

Promotion in port and harbour police forces is usually on the recommendation of senior officers, based on performance and experience. To help his chances for promotion, Josh thinks he would like to attend the Canadian Police College in Ottawa (see the section on the RCMP) for a course in organized crime studies.

PRIVATE POLICE, SECURITY AND INVESTIGATION GROUP

Railway Police

Railway yards and property are policed by forces organized and employed by the railway companies. A police constable on a railway police force patrols and protects railway company property and the lives of people on that property.

Donald McKinley joined the railway police force in Winnipeg seven years ago. He had been working as a staff records clerk with the rail company, and as he got to know more about the company and about his own likes and dislikes, he decided to apply for police work. As a clerk he had enjoyed getting out and talking with people whenever possible, so the idea of being a constable appealed to him.

"You had to be five feet ten and in good shape; and I had an interview before I got the job," Don says. "For training, I was sent to headquarters in Montreal for two weeks. Then you work with an experienced constable in the yards for about six months before you're on your own."

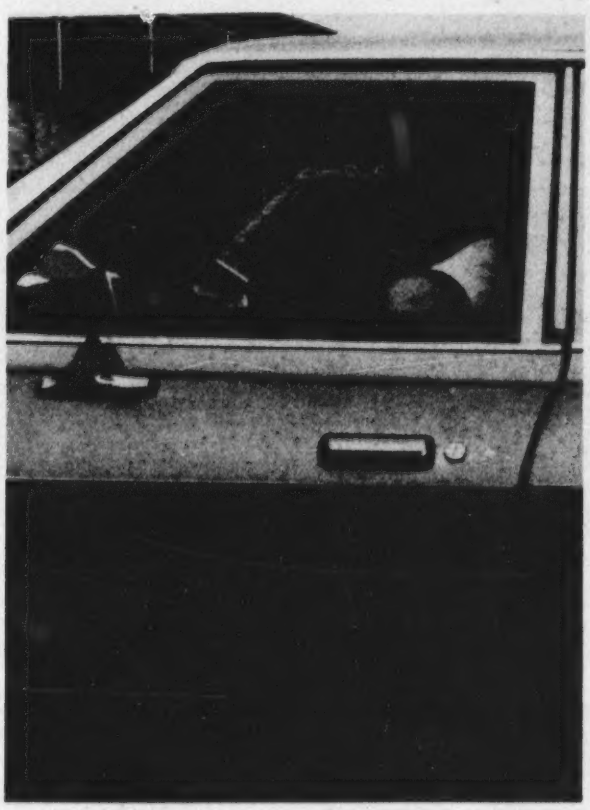
Training includes firearms practice, first aid, driver training, and classroom instruction on laws and regulations governing activities on railway property.

"We patrol the yards most days in radio-equipped cars, looking out for damage to rolling stock or any railway property, with a special watch on any cars carrying liquor, tobacco or explosives."

Some rail companies have extensive communications networks across the country so that a constable can transmit reports to other rail yards when necessary.

"When we patrol the yards for trespassers, we sometimes catch one or two freight car jumpers," Don says. "And we have powers of arrest."

A railway police constable spends part of each shift, day or night, on car patrol to check that no damage has been done to railway company property. This may involve patrolling more than one yard in larger towns and cities, and checking railway crossings for vandalism or damage.



NATURE OF WORK

If there is a local derailment, Don and other constables go along to help with crowd control and to assist other police forces and the fire department.

"You need a cool head," he says," and must be able to react quickly to a variety of situations. That first training period is really important; you have to know the laws and people's rights in order to be fair in every situation."

Don thinks one of the most important things for anyone who wants police work is a genuine desire to uphold justice. "If you respect people's rights, they'll respect you, even though there's a possibility of danger as soon as you put on a uniform and a gun."

For Don the biggest reward is knowing he's helping protect people's lives and company property. It's a secure job too, he thinks, and he looks forward to promotion to sergeant and perhaps to captain. There is also the possibility of working as a special agent for the company to guard shipments, investigate crimes, and other undercover operations.

Bill Craig was a railway police constable in Ontario and is now a patrol car driver for a railway company.

"At the start of the shift, the sergeant assigns me to a section of the city, as there are several yards to be patrolled. On patrol I check for trespassers, make sure sheds and buildings are secure and make special checks on 'value cars.' Since we don't have a regular patrol schedule, no one can spot our routine and plan a theft. Similarly, we don't spend specified times in each area. At the end of the shift I go back to the office and make out a report."

Bill says he gets a lot of satisfaction from helping people. "You find people wandering around the yards who are lost, out of money, or don't know what to do. I refer them to a welfare agency, hospital, or whoever I know can help. You see a lot of things in this work that the general public doesn't notice.

"The uniform isn't just glamour and prestige, it means something," Bill says. "You really have to want to be a police officer to do this, or any police work, well."

Patrolling railway yards takes an eye for detail to spot signs of damage or meddling with railway property. Members of railway police forces must check that cars carrying valuable freight are secure before leaving the yard. They are also trained to spot-check rolling stock for evidence of trespassers or vandalism, and have powers of arrest.

Private Investigators

There are two ways to become a private investigator. Either you go to an investigation company and ask them to hire you, or you start your own agency. Either way, you must be licensed under provincial regulations. If you are hired by the agency, they will take care of the licensing for you and send you along to the appropriate department. To strike out alone, you would need a sizeable sum of money to set up business and get the licence. Your local police station can tell you where to apply for a licence.

There are no specific entry requirements beyond an inquiring mind and determination to dig up information. Many private investigators have had some police experience, but this is not an essential requirement.

Ken Malone is a private investigator who works for an Ontario investigation agency.

"A private investigator," he explains, "is someone who is skilled and equipped to look into a number of different problems brought to the agency by individuals or corporations, and who can investigate each problem in detail.

"No two assignments are ever the same," Ken says. "The only thing they usually have in common is long hours of frustrating, hard work. Quite often its very boring having to go through endless detail. Sometimes you find that it's all been for nothing. Then you have to start again on another tack. The satisfaction you get is knowing that you've found information that is useful to the client."

Ken says he enjoys the constant challenge of finding new ways to approach problems, but dislikes the long hours, and doesn't always have advance notice of when he is expected to work.

"I'd advise anyone thinking seriously of getting into this field to give it a good honest try for a year. It takes time to evaluate your own performance. You have to be self-critical and mustn't let your personal problems interfere with your judgment. I was a police officer for a while before I worked here, and the emotional approach is similar. To do your work well you have to remain detached."

Salaries for private investigators vary enormously. Some agencies will hire young investigators with Grade 10 education and no experience, paying them a commission according to the amount of the fee paid by the client. Investigators with police training are more likely to command good salaries.

NATURE OF WORK

Store Detectives and Undercover Investigators

Peter Monaghan worked both as a private investigator and as a railway police constable in Toronto before moving to Edmonton. He had enjoyed the excitement of police work and the variety of private investigation. Now, as a detective for a large department store, he feels that he has the best of both worlds.

"I'm responsible here for all facets of security. We look after the stockrooms to make sure no one is pilfering, check for customer thefts and shoplifting, and even go in and out of the cloakrooms to keep an eye open for thefts of personal belongings," Peter says. "We've also had some dope dealing in the store."

Peter catches about 15 shoplifters a month. He says you have to be alert all the time and not let your concentration slip.

"You can often pick out prospective shoplifters by their behaviour, especially if they're amateurs. They tend to do things out of the ordinary — you learn what to look for," he says.

Peter likes the benefits of working for a large company, but says this also means facing dangerous situations when shoplifters work together. His previous training has taught him how to handle those situations.

Peter's boss is Ken Beahan, security manager for the store. Ken is a former RCMP officer, and says most recruits now have some police experience.

"I was interested in undercover store work because I'm interested in crime prevention. People are realizing that retail store theft is a big problem. With increased public awareness and improved security systems, innocent shoppers, who pay for thefts in the long run, will be protected."

As security manager, there are two sides to Ken's work; one is administration, the other is investigation. The investigators, he says, must check the other store employees as well as customers. Promotion to a position as security manager usually takes several years of experience as a store detective or investigator.

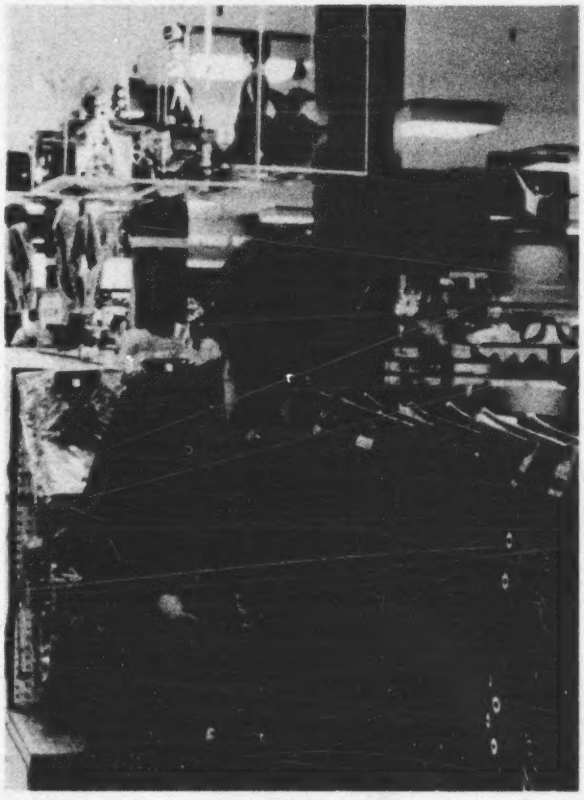
"You need to have a lot of comon sense," Ken says, "especially when it comes to anticipating people's behaviour. You also have to be a self-starter. If you see something suspicious, investigate — don't wait to be told!"

Anyone who wants to start in this field would have a definite advantage if they had some police experience or a diploma in law enforcement, Ken says. Many community colleges throughout the country offer such courses.

Undercover investigators are employed in large business operations where the company feels it might be necessary to watch employees in case of pilfering or damage to company property. In such cases, the investigator's duties would be much the same as those who work in a store.

This work is a challenging career to anyone who is willing to work on their own initiative. Good judgment, as when deciding to call for the assistance of police officers, is also required.

Being an undercover store investigator requires a sharp eye and the ability to concentrate on the surroundings while appearing to be a casual member of the public. Some police experience and knowledge of basic law are assets, but not essentials, for this work.



Unlike private investigators employed by investigation agencies, store detectives or investigators working for business companies do not need a licence to operate.

Armoured-Car Guards

When businesses need to transport large sums of money or to transfer valuable goods over a short distance, they often use the services of security companies that provide armoured-cars and guards.

The armoured-car guard collects the valuables according to a daily work sheet and is responsible for delivering them to their destination.

Qualifications for guards vary from company to company, but Grade 10 or the equivalent is usually preferred and applicants must be alert and in good physical condition.

"I think some people apply for this work because they think it's glamorous; they like the uniform and carrying firearms. But to me it's a good, steady job," says John Bazowski, an armoured-car guard who works for an international security company in Toronto.

Armoured-car guards are responsible for transporting money and valuables; they must be alert at all times.

NATURE OF WORK

"I was given a two-day course at a local community college in the use of firearms as soon as I was hired," John says. "The rest of the training was given by other people on the staff. You have to learn and pass a test on the company's rules and regulations."

John explains that he does not have a set routine. This is to discourage would-be thieves. It can be dangerous, John admits, but says company regulations are set up to help such situations. "The customers' demands are irregular anyway; we start whenever the first call comes in, and that might be any time between 7 a.m. and 9 a.m. We work for eight or nine hours a day, or 88 hours every two weeks."

John likes the lack of routine, going each day to different places and meeting new people. The only thing he doesn't like is that, as money-bags can sometimes be very heavy, the work is tiring on some days.

"Anyone thinking about this sort of work should really want to protect property. There's a measure of dedication required as in any security job. People who are looking for glamour leave quickly; you have to want to provide a service to do the job properly."

A guard with enthusiasm and ability could be promoted to dispatcher in a few years. Work as an armoured-car guard could also be useful preparation for anyone interested in a police career as a security guard or undercover investigator.

Security Guards

Security guards are hired either by security companies or directly by a business or government to guard and patrol buildings, industrial plants or other premises.

Security company guards wear a uniform when on duty and must have a licence, which they obtain after being hired. The company directs its employees to the appropriate licensing agency, which may be the RCMP, municipal police department or provincial department of justice, depending on the province.

Their work is usually routine patrol of an assigned area; they check all doors, windows and locks for signs of damage or pilfering, and watch for intruders.

Shift work is common as security regulations need to be enforced against intruders when employees are off the premises and the buildings are vacant.

It can be lonely when one person has responsibility for the security of a building. For large premises and institutions, such as university campuses and industrial plants, there is a small security force whose members keep in touch by telephone or radio.

Most employers look for reliability when hiring security guards, and ask for minimum education of Grade 10. Anyone thinking of work in this field would need to have an eye for detail and the ability to react quickly in an emergency.

Promotion to a supervisory position is possible after considerable experience. Courses offered in law enforcement and crime prevention at some community colleges would be an advantage to anyone who wanted a supervisory job in the security field.

ORGANIZATION OF TYPICAL MUNICIPAL FIRE DEPARTMENT

CHIEF, FIRE DEPARTMENT

DEPUTY CHIEF, FIRE DEPARTMENT

Note: Larger municipalities broken down into districts with one fire station for each district.

DISTRICT CHIEF

Directs operations of crews and equipment. Personally commands larger fires involving more than one crew. Plans work schedules and may organize training courses.

FIRE CREW CAPTAIN

Takes charge of Fire Hall on shift basis. In charge of fire-fighting crew. Keeps log of activities. Helps promote fire prevention knowledge at public meetings. Inspects or supervises inspection of premises for fire risks.

FIREFIGHTER

May be given rank 1, 2, 3 then promoted Lieutenant. Maintains equipment and responds to alarm calls.

Applicants usually with grade 10, 11 or 12: in good physical condition

FIREFIGHTERS

Modern buildings and factories are becoming larger and industrial processes more complex. Therefore, firefighters must be prepared to face new enemies. Besides flames, smoke and heat, there are now added dangers of deadly fumes, explosive chemicals, radio-active materials, and the special hazards presented by the chimney-like effect of high-rise buildings.

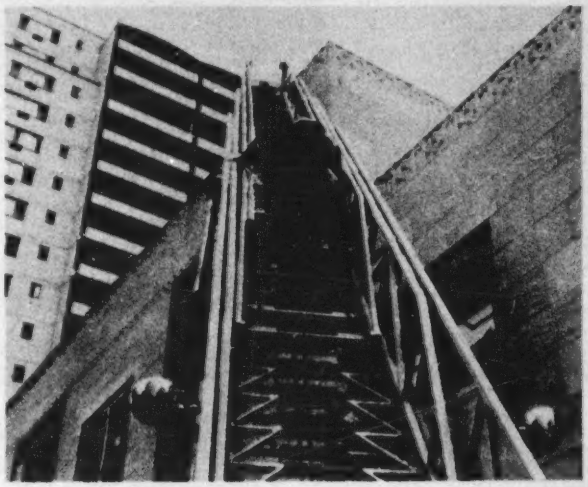
For the general public, a fire can be a thrill to watch on the TV screen or from behind the safety of fire-fighters' barriers. But for the firefighter there is a battle to be waged requiring strength, endurance, agility and an ability to trust and work with other members of the firefighting team.

Michel Pariseau grew up in Montreal and often passed the local fire station on his way to school. He was impressed, he says, by the team spirit he noticed among the firefighters as they checked and cleaned their trucks and equipment, or responded to an alarm call. It was this team spirit, plus his own love of taking risks, which made Michel later apply to become a firefighter.

Fire departments are usually administered by a municipality, although some industrial plants maintain their own firefighting force.

Grade 11 or 12 is usually required, and firefighters

Using the aerial ladder for routine inspection of buildings for possible fire hazards keeps firefighting equipment in constant use and helps reduce the risk of fire. Fire prevention is becoming an increasingly important part of the firefighter's job.



NATURE OF WORK

must be in excellent physical condition. Many fire departments give applicants physical aptitude tests. One department in Alberta, for instance, often asks applicants to climb to the top of an unsupported aerial ladder, wear a firefighter's mask to see if it produces any feelings of claustrophobia (a suffocating feeling of being closed-in), carry a 50-pound hose up and down a training tower or undergo a balance test.

Once accepted, applicants are given intensive instruction. "I had four months of training," Michel says. "I learned to use ladders, water and chemical hoses, axes, nets and extinguishers." Simulated on-the-job conditions teach trainees to react quickly and become part of a team, trusting themselves, their team-mates and their equipment so they won't hesitate in an emergency.

Fires are usually accompanied by other emergencies: injured people, danger of explosion, adverse weather conditions, and the danger of the fire spreading. Firefighters are trained to act quickly in such situations.

Training can be exacting in other ways. Trucks now carry a wide variety of equipment which the firefighter must be able to use.

Training depends on the department. Some have Fire Department Training Centres where new recruits are given six to twelve weeks of training, and there are some Fire Colleges operated at the provincial level. New firefighters receive further on-the-job training under the supervision of experienced workers.

The chart shows where a recruit would start in a typical municipal fire department.

Doug Morrow is a special sort of firefighter, a crash firefighter at an international airport. He had been a member of a volunteer fire department and had loved the excitement and satisfaction of rescuing people and helping in emergencies.

"I applied for the airport job throught the Ministry of Transport and was sent to the Canada Manpower Centre," Doug recalls. "My volunteer work helped me get the job, but I still had to undergo more training."

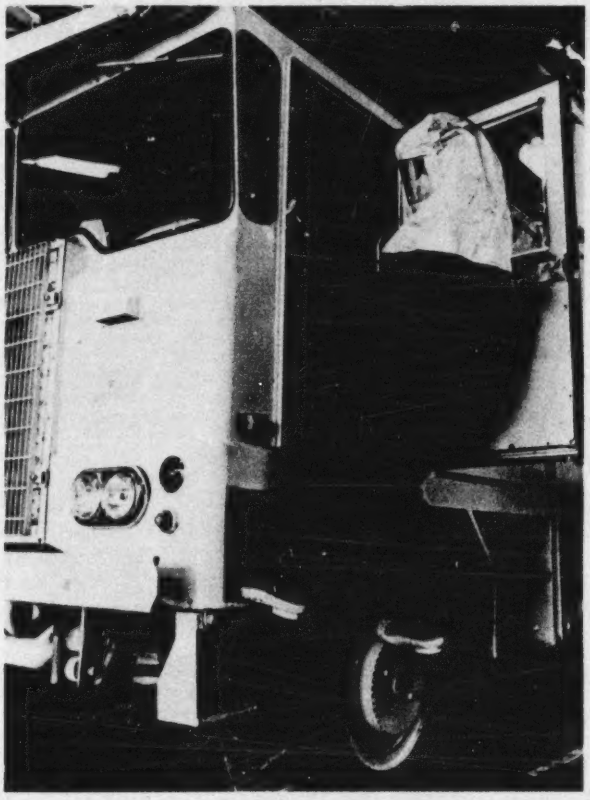
Doug learned to operate the large airport trucks by watching crew members and then trying it himself. Every piece of equipment on the truck had to be understood.

Different types of airport fires are seasonal; for instance, overheating brakes are more common in summer than in winter. Special techniques are necessary to deal with the chemical and fuel spills.

"Training gave us the basics about fuel, equipment and evacuation procedures from terminals or airfields. After training, you're still learning new things like changes in aircraft design and aviation fuel."

Doug has taken courses at the Fire College and hopes to take more. He is especially interested in a 15-week course to become a fire technology officer.

Airport crash firefighters are on constant alert for fires in the terminals, on the airfields or to clean up potentially dangerous fuel spills. The asbestos suit shown is worn to give special protection in case of aircraft or fuel storage blazes, and crash firefighters receive specialized training to deal with such emergencies.



"You have to go into a situation when everyone else is running away," says Horst Jefferies, a Hamilton firefighter. "You can spend hours in the station checking equipment and then within minutes you're in a life-and-death rescue operation: a fire, a threatened suicide, or a traffic pile-up. And yes—sometimes we really do rescue cats from trees."

More emphasis is now being placed on fire prevention. Firefighters are trained in the latest prevention methods, and may visit schools, factories or commercial buildings to inspect fire precautions or, depending on the size and organization of the department, give public lectures in the hope of preventing future fires.

CORRECTIONAL OFFICERS

There is a story behind the change in name from prison guard to correctional officer. In prisons, correctional centres, reformatories and penitentiaries across the country, the big, tough jail guard is being replaced by the correctional officer whose job is not only to guard inmates but to help them develop self-reliance and self-respect. Help is given in different ways, according to the type of institution and the inmates housed there. Officers are now trained to offer that help while ensuring that security is maintained at all times.

Correctional officers work in federal penitentiaries, which house offenders serving sentences of two years or more; in provincial jails and correctional centres where shorter sentences are served; and in provincial reformatories for young offenders.

Bernie Kaye has been a correctional officer at a British Columbia correction centre for three years. He says his main qualifications are Grade 12 and his desire to do the job. Bernie had toured with a baseball team after leaving high school, visiting institutes for young offenders. This experience made him determined to do some sort of correctional work.

"I applied to the federal penitentiary and they referred me to the provincial correctional centres," Bernie says. "I was hired as a security officer and sent on a course for six weeks of basic training and classroom instruction."

Bernie was promoted to correctional officer after four years. His work now consists of two things, supervision and counselling. Counselling, he says, is the more important. The centre where Bernie works is very open, with no fences or barred doors.

"The kids here are all first offenders between 16 and 23 years of age, serving terms up to two years. Because the centre is small, supervision is close; it's more like a home setting, except that every minute of the day is planned.

"You have to be firm but fair, looking at things from the inmates' point of view," Bernie says. "But you can't be a 'do-gooder,' it just doesn't work. There are some inmates who won't be helped and you have to live with that."

Because he enjoys working with the inmates, Bernie doesn't want a promotion to an administrative job. After more experience, he would prefer to become a principal officer.

NATURE OF WORK

"You have to be dedicated," he says. "There's a high stress factor. To help others, you must be happy with yourself and your lifestyle. You are responsible for other people's lives and happiness, and I get the most satisfaction from my job when I see a kid who I know can do well make it when he is released. It gets me down sometimes to see a kid blow his chances."

In less open institutions, changes are also being made so that correctional officers work more closely with inmates. Some federal institutions have started to house inmates in smaller 'living units,' but even so, correctional officers must spend a great deal of their time testing doors, gates and windows, and searching cells and inmates for weapons, drugs or other forbidden articles.

While Carolyn Hynes studied for a degree in sociology, she knew she wanted to help people in some way.

"After graduation, I went along to the Canada Manpower Centre and had a long talk with a counsellor there who told me females were starting to work as correctional officers. I applied for an interview right away. My courses in psychology and sociology helped me get the job. That was two years ago. I took a three-week training course at Guelph to learn, for example, first aid and self-defense. Many institutions now run their own training courses, as they do here."

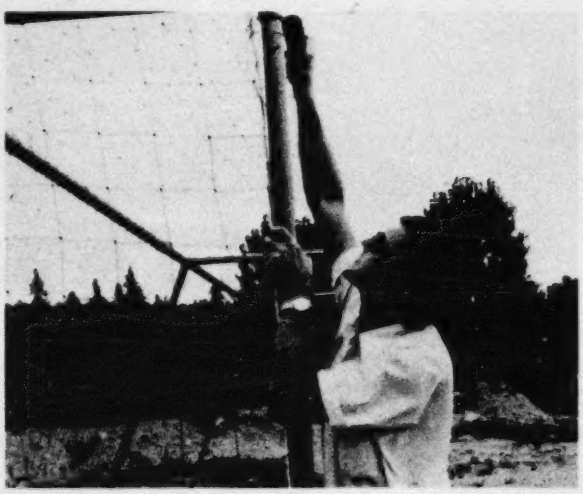
Carolyn is working at a penal institution just outside Toronto, which is less open than the one in B.C. where Bernie Kaye works.

"This isn't a job for a timid person," Carolyn says. "You have to show authority in giving orders, but you need a sense of humour and an understanding of people. You're being tested in new situations all the time, and have to judge whether people are trying to pull the wool over your eyes."

The constant supervision necessary in a medium security institution requires that the officers work in shifts. Carolyn says that the early day shift with meals and work periods is the most hectic.

"Discipline isn't maintained by the threat of violence but by adherence to rules. The fact that I'm not as physically threatening as a male officer has never created a problem; we all do the same work. I think that at first some of the male correc-

Supervising recreational activities such as football games is an increasing part of the correctional officers' work, especially in more 'open' institutions for younger offenders. In such institutions, the correctional officers also spend much of their time counselling inmates and there is less emphasis on bars, grills and locked doors.



In medium-security institutions, discipline is kept by firm adherence to the rules. Correctional officers, when taking over for the next shift, keep each other informed on what has happened during the previous shift. Working closely with offenders in institutions is good preparation for correctional officers who might want to go on to parole or probationary work.

tional officers objected to women being hired, but they're used to it now and I think our influence has had a good effect. Many of the inmates here will discuss personal problems with us that perhaps they'd hesitate to mention to a man. Having women on the staff here is not simply a question of equal opportunities for women but is actually a positive contribution to the running of the prison."

The first two levels of correctional officer, CO-1 and CO-2, are involved directly with supervision of the inmates while a CO-3 assists more with administration. Carolyn would prefer probationary or parole work, rather than be promoted to an administrative post, because she wants to continue helping people through close contact. Carolyn has a university background, so after further training, she could work as a parole officer, probation officer or social worker. These careers are described in the Careers Canada booklet "Careers in Social Work and Social Welfare."

Suzanne Laplante, 26, works at a Quebec reformatory for girls and for her, as Carolyn, there is satisfaction in helping people. Suzanne had previously worked with deaf and mute people, and says that at her interview for the reformatory work she was questioned closely about her interests and motivations.

"On a day shift," Suzanne explains, "I start at eight and check the night officer's report. If a girl has been sick I check with the nurse, then supervise breakfast and the start of the work period."

There is no escape from paper work. It is important that each officer write a good report at the end of the shift to inform the next officer of events and problems.

"When I was accepted I had one week of training on the laws and regulations of the reformatory. Since then I have learned that you must be honest and without prejudice to any of the detained girls." You must also be firm at times, Suzanne says, as for instance when an inmate must be escorted to court or separated from a work group because she is causing trouble.

As housing and treatment of prisoners change, the role of the correctional officer is also changing. But it remains a challenging job to anyone genuinely interested in helping people. You need a keen interest in social problems; the chief reward is not the salary (although pay is good) but in helping offenders achieve some self-respect.

Correctional institutions are run in most provinces by both federal and provincial governments, and by municipal governments in Nova Scotia. Qualifications and training vary according to the type of institution, but Grade 12 is the usual minimum requirement.

NATURE OF WORK

REGULATORY OFFICERS

Customs Officers

Gerard Lalonde had always wanted to join the RCMP, but he was too short. The RCMP recruiting office suggested he might consider work in another area of protective services and he went to the Canada Manpower Centre in Halifax to ask about becoming a customs officer.

"At that time I had just finished a general B.A., although Grade 12 is the usual minimum requirement. They told me at Canada Manpower I'd be lucky to get in to Customs as jobs don't come open often. I was lucky — I was hired first as a casual to fill in for someone and started permanently soon afterwards."

The general duties of a customs officer are to examine and assess both persons and goods entering or leaving Canada. This means that as a customs officer you would work at one of the international traffic ports and would have to learn the laws and regulations governing the goods entering and leaving the country.

Training courses lasting from two to four weeks are provided at regional offices throughout the country. New officers start at different levels according to their education and experience. For instance, an officer who has completed secondary school and shows promise or evidence of administrative ability may start as a cargo inspector, as Gerard did.

For a customs officer there is always paper work to catch up on, such as assessing duty to be paid on goods and checking declaration forms against customs regulations.

"I have to examine cargo and baggage to make sure nothing enters Canada illegally," Gerard explains. "Items entering the country are accompanied by entry forms describing what they are. I check that the goods really do correspond with the description on the form, sometimes opening and inspecting a sample."

Gerard refers to detailed customs regulations and duty tables to determine how much duty has to be paid. Customs officers also question people entering Canada to make sure that they have the legal right to enter the country and are not smuggling goods.

"We not only enforce the laws," Gerard says, "we want people to understand them. One thing I enjoy about my job is that I'm helping to make people respect the law. Some people fail to see we're here to help protect the country. When we spot someone trying to hinder proper respect for the law, we can do something about it.

"You must be patient and be able to deal openly with people," Gerard says. "You can't be nervous about telling people what they can or can't do!"

Gerard says he hopes to stay in his job in Halifax for two or three more years and then apply for promotion to a supervisory job in charge of up to 15 junior officers. He doesn't want an administrative post as he feels this would restrict his contact with people. It would also be possible to transfer to another branch of protective service inspection work, perhaps as an immigration officer. For the moment Gerard enjoys dealing with the variety of goods he sees coming into the country each day.

Dennis Edmonds is a senior customs officer in Vancouver. He was working at the Post Office when he saw the customs job posted; he applied and was accepted. Dennis has Grade 12 and began as a CR-4 (Clerical and Regulatory Officer, level 4).

"When I first started, I spent six months in a dock office," Dennis recalls. "I was disappointed in the job; I realise now I didn't understand the total operation, and I wanted it all to happen at once. But after six months I was moved around and got experience in the airport, with parcel post and then at the marine terminal."

Dennis now checks cargoes on freight vessels, meeting people from all over the world. He makes a point of talking to as many people on the

ships as he can while inspecting or overseeing the loading or unloading of freight. He has to keep his eyes open for any detail that might tell him something is wrong. The only part he doesn't like is that it can be dirty, as when checking a shipment of coal.

"I spend about half my time in the office and half in the field," he says. "Our days are pretty well scheduled in advance, as it's our job to inspect the ships and we know in advance when one is due in. We have to work rotating shift duty so someone is always here, but I prefer that to a nine-to-five routine.

"There's office work that has to be done," Dennis says. "It's mostly writing reports and checking that the day's forms are in order."

Dennis has given some thought to his next step. "I'd like to get into what's called 'operations'; recommending changes to existing regulations, and approving exceptions to regulations, for example. If I decide to stay in uniform I expect I'll go on to be a supervisor, but I'd still try not to be in the office all the time."

Immigration Officers

Immigration officers have the responsibility of deciding, according to immigration regulations, whether people who want to enter Canada to live and work should be allowed to do so.

Charles Fournier is an immigration officer in Quebec City. After leaving school he spent several years travelling and working in Europe and the Far East, where he became fascinated by the challenge of communicating with people of many cultures. When he returned to Quebec, he decided to become an immigration officer, a career which might appeal to anyone with similar interests.

"I like my work because it gives me contact with people from other countries," Charles says. "I deal with foreign students, their money and lodging problems; with people already in Canada who want to bring their relatives over; and with people who want to enter Canada. For all these I have to check that every document is in order."

Charles has a lot of responsibility. "The final decision on allowing someone to stay is mine," he says. "What I find most difficult is deciding if an immigrant must be expelled or deported."

Assessing would-be immigrants is one of the most important parts of the immigration officer's job; many aspects of the person's background and abilities must be judged, and the officer must always bear in mind the requirements of Canada's immigration laws and policies. Once an immigrant is accepted, the officer explains social services available and offers as much help as possible.

NATURE OF WORK

Immigration officers start as examining officers, for which the entry requirement is a university degree or a background in administrative work. Concern for the welfare of other people, interest in the country's economy, ability to learn and interpret laws and make decisions affecting other people's lives are also necessary qualities.

Since interviewing is a very large part of the job, an immigration officer must be able to obtain necessary information from people and explain immigration laws in a way they will understand.

Ray Hurrell was a teacher before he became an immigration officer in Toronto, and thinks his experience with students was a good background for the interview side of his present work.

"First, I was given on-the-job training with an experienced officer who explained the rules and all the different forms and procedures," Ray says, "but a training course has recently been organized for new people."

Three weeks of training are given to new examining officers. This includes basic interviewing techniques and an introduction to immigration laws and policies. For more advanced posts such as Senior Examining Officer or Immigration Counsellor (Ray's present position) there are management and other special training courses.

"Promotion is through competition, and vacancies are posted on the board, as in any government department," Ray says. " There are no written examinations for promotion; it's all by interview."

An interview is also an important part of getting your first job as an Examining Officer, Ray says. "You're asked questions to test how well you can organize your thoughts and assess information."

Although immigration officers do not protect life or property directly, they protect the country against entry by criminals or other undesirables. Therefore, they closely with others in the protective service group, especially police and customs officers.

Conservation Officers

Resource protection and conservation is one of the most rapidly expanding areas within protective services; but there is so much interest in the management and protection of natural resources and wildlife that competition for careers as conservation officers is very keen.

"If you want to be a conservation officer now, you have to work at being the best qualified person for the job," advises 24-year-old Wesley Kemp, a conservation officer with the Department of Tourism and Renewable Resources in Saskatchewan.

Under the British North America Act, the enforcement of resource protection laws is divided between the provinces and the federal government. The provincial governments protect provincial parks and freshwater resources and wildlife, while officers of the Department of Indian and Northern Affairs patrol national parks and protect migratory birds and marine fish and mammals.

Wes had been a farmer but wanted a career which would enable him to travel. "This is everything I wanted in a job," he says. "I do a lot of field work, talking to hunters and fishermen. I also check their guns and equipment."

The work varies with the season. "During the summer," he explains, "I'm concerned mostly with the provincial parks and recreation activities. The other day I visited one of the parks, talked with the park staff and checked if there had been complaints from campers." During the fall hunting season most of Wes's time is spent checking hunters' bag limits and licences.

Wes had taken a two-year program in resource technology at a community college; this type of course is now a requirement for most work in the conservation field. Programs are offered at colleges across Canada, some offering specializations in fish or wildlife technology. Good grades with emphasis on the sciences are usually necessary since competition to enter these programs is keen.

Much of the resource management work in Canada now is being reorganized so that field work is done increasingly by part-time, or seasonal park or game wardens. Conservation officers combine some field work with office administrative work.

"I enjoy both sides of my job," Wes says. "I like administration, keeping track of what the wardens are doing in the field, but I also enjoy getting outdoors. And you have to keep up with all the laws and regulations for work both in the office or out."

In the National Parks, park wardens are responsible for conservation. They protect natural resources and the safety of park visitors. With the increasing concern for environmental protection, the warden's duties are extending further into resource management.

Part of the conservation officer's work is enforcement of game and resource laws. Another aspect of environmental protection is taking plant and animal samples from their natural environment and studying them later in a laboratory for signs of pollution or other unusual conditions. The booklet "Careers in Natural Sciences" in this series deals more extensively with this aspect of environmental studies.

Jim Lasky, 28, works with the Environmental Protection Service of Environment Canada in the Northwest Territories. He has a degree in Marine Biology and had wanted to work in limnology, or the study of pond- and lake-life. He has been in the Territories for four and a half years and is in charge of taking samples for laboratory study. Jim enjoys studying a variety of environments, and has travel-

A scientific background, usually with a degree in one of the biological sciences, is necessary for some careers in resource conservation and protection. Samples from lakes, rivers and other water courses are examined for possible pollutants that might endanger wildlife in the area.

NATURE OF WORK

led from the Maritimes to the Yukon, but admits that the isolation on some field trips and the bad weather conditions sometimes get him down.

Field work is combined with office duties. There are reports to be written and licences to be issued. In cases where arrests have been made of people suspected of breaking resource and game laws, evidence must be prepared for presentation in court.

Within the federal government, fishery officers are employed to enforce acts and regulations governing marine fisheries and fish management.

"Fishery officers are getting more and more into management rather than only the day-to-day enforcement of poaching and fishing limits," explains Hank Ross who, just 23, has been promoted from fishery officer to manager of the licensing section of the Conservation and Protection Branch of Fisheries and Marine Service.

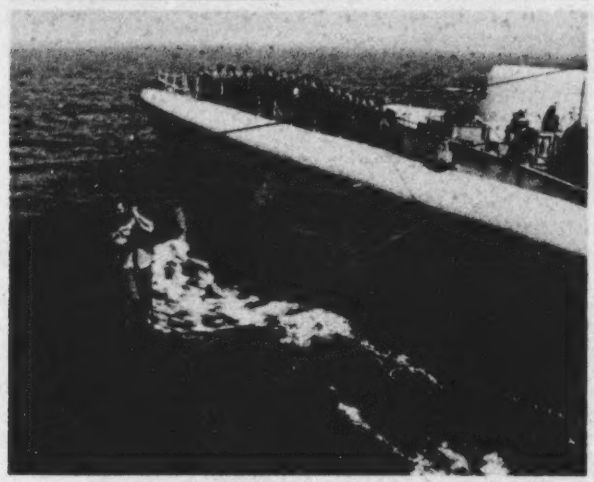
"We enforce regulations concerning fishing seasons, quotas, net sizes, closed areas, gear restrictions and licences," Hank explains. "You are given intensive training at the beginning on the regulations for each species. For instance, we studied all the lobster regulations first, followed by a week of field study and case studies to see how prosecutions were conducted. Then there was an exam, and we started all over again on salmon. There seemed to be miles of red tape to untangle: how to serve summonses, issue licences, keep inventories, financial statements, time sheets for the part-time wardens and accident reports. But that nine months of training really sets you up for the job."

As a fishery officer, Hank enjoyed being a respected part of the fishing community and the responsibility of keeping the area clear of poachers. Like many protective service occupations, an important part of the job is simply being around so that people know you're there, not only to enforce the laws, but to offer help and advice when it's needed.

"You have to be friendly but know when to draw the line and be firm," Hank says. "That takes a strong will at times, and you need plenty of patience to get people to see things your way. And you have to be fair. If you are lenient with one person you would lose your credibility in the whole area."

Chances for promotion for all conservation officers are good, though often more desk work is involved in a supervisory job. Many universities offer courses for those interested in resource management. Part-time or evening study could result in promotion to resource management positions. Some of these positions are described in the booklet "Careers in Natural Sciences" in this series.

Although much of the conservation officer's work is outside, checking for violations of hunting and fishing laws or threats to wildlife, there is administrative work to be done in the office.



THE CANADIAN FORCES

Officer Ranks

There are many careers with the Canadian Forces. The Canadian Forces Recruiting Centres can give you details on careers in what are called functional groupings: Sea Operations, Land Operations, Air Operations, Engineering and Support. But before you start, the chart on page 36 will give you an idea of the variety of careers open to officers in the Forces.

How to become an officer? There are four ways. Under the Regular Officer Training Plan, successful applicants are accepted into a degree program at one of Canada's three military colleges: Royal Military College, Royal Roads Military College or Collège Militaire Royal. Expenses are paid for by the Forces and you receive a salary while attending university. Life is more regulated than at civilian universities, from reveille at 6:30 to lights-out at 11:30. Summers are spent in military training, with one month's paid vacation. Graduates say that after the shock of the first few weeks, it's tough but worth it!

Officer recruits may prefer to attend non-military universities, taking courses not offered at the military colleges. Again, salary and expenses are paid and summers are spent training. Graduates from either of these programs are commissioned as lieutenants and must agree to serve for at least four years.

Graduates from non-military universities may also apply for direct officer entry. If accepted they are given a three-month intensive military training program at Chilliwack, B.C., before receiving their first commission as lieutenants. They must agree to a six-year term of service.

The fourth way of entering the Forces is the Officer Candidate Training Plan. Candidates who have completed secondary school may apply from within the Forces or outside. If successful, they are given the three-month training program at Chilliwack followed by career training, usually as preparation for service in combat arms, air or sea operations. They are then commissioned as lieutenants and must agree to serve for a minimum of six years.

The next question is, what can an officer do? Again, the chart will give some idea of the range of careers.

Since 1968 when the air, sea and land elements were combined into the single Canadian Forces,

NATURE OF WORK

careers open to officers have been known as 'Classifications.' Under the Regular Officer Training Plan, cadets entering their first year at university are asked which functional grouping they would prefer (Sea, Land, Air, Engineering or Support). Depending on the requirements of the Forces and their own choice, they are assigned to a grouping.

The classifications within each grouping are also shown on the chart. A cadet is usually assigned to a classification, or career area, during the second academic year.

Officers who have graduated from a civilian university and already have some specialized education that will influence their choice of classification are eligible for the Direct Entry Officer Plan. A graduate with a degree in marine engineering, for example, would be an obvious candidate for the classification of Maritime Engineer.

The military life has been traditionally masculine. However, male and female training is now being integrated as much as possible. No provision has yet been made for women to attend the Canadian military colleges, but women are eligible for all the sponsored university officer training plans and receive their military training at Chilliwack. Recruiting is carried out on the basis of the best applicant for the job, and two-thirds of the officer classifications are now open to women. The positions closed to women are primary combat roles, and sea-going or remote locations operations.

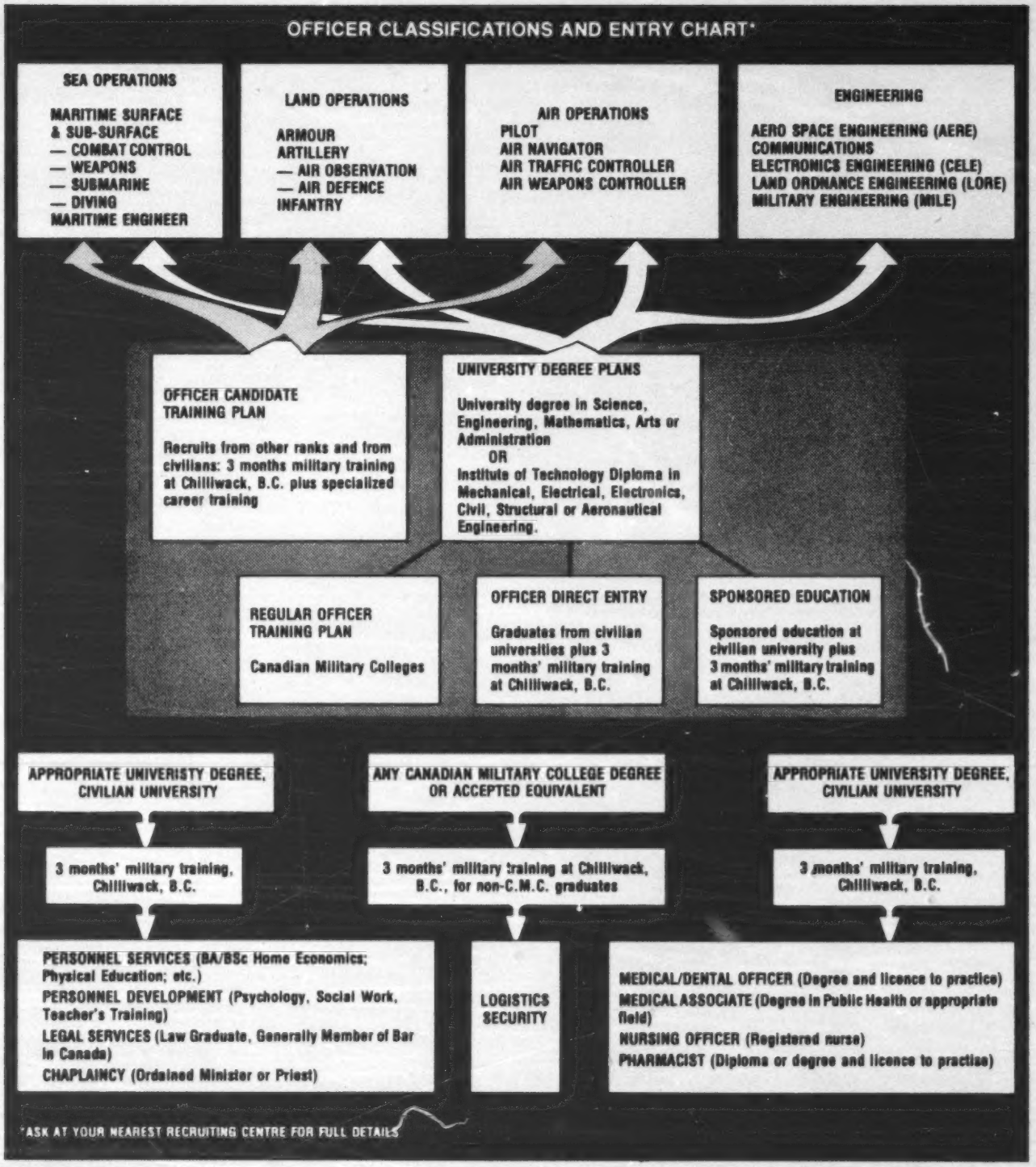
"Anyone thinking about a career in the Forces must also consider the military way of life. If you don't like the idea of moving around, don't join," advises Major G. Humber, who after 15 years of service is now based in Ottawa. "I've served throughout Canada, in the States, in Cyprus and in Germany; and I thoroughly enjoyed every posting."

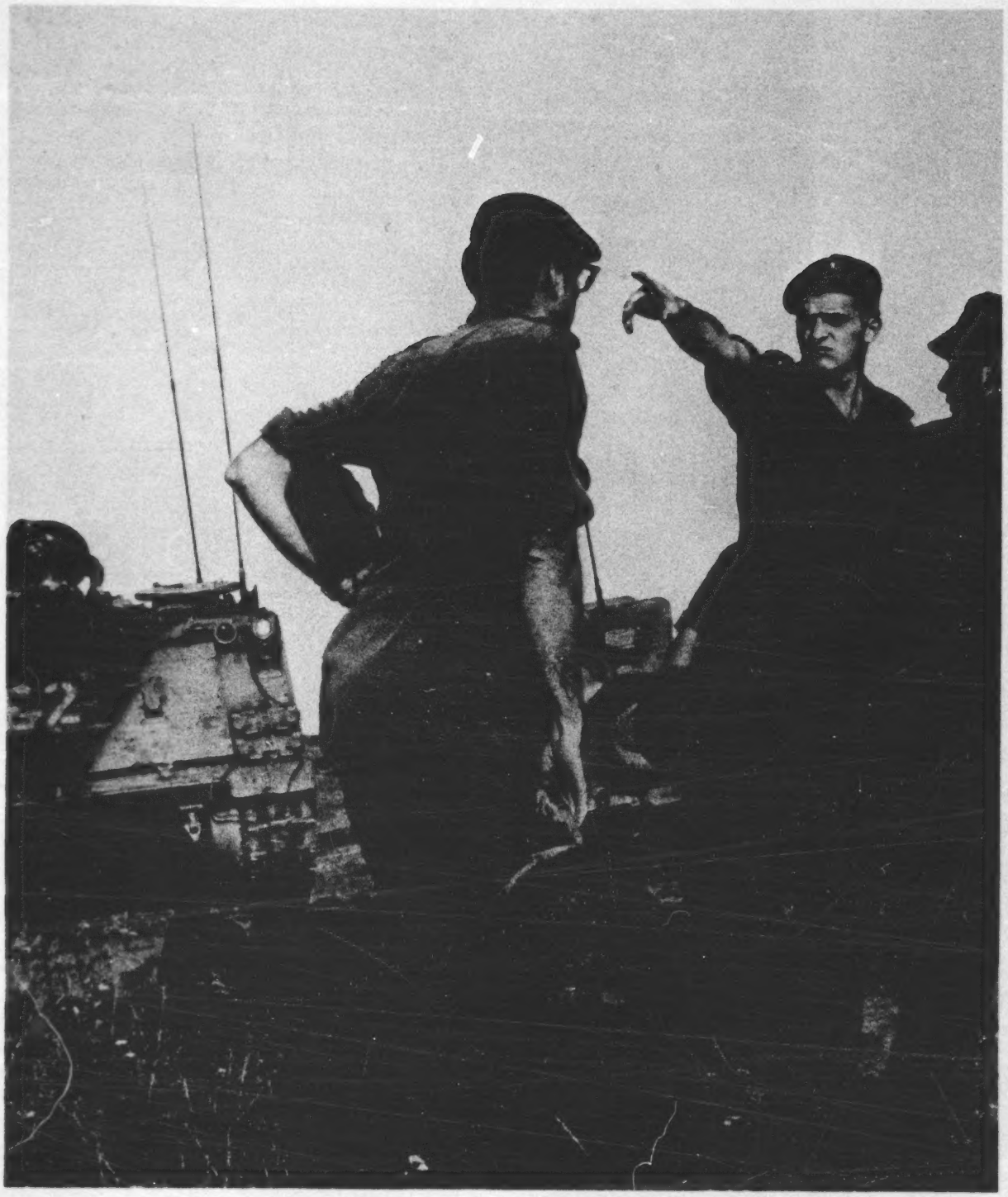
You have to accept that you will be moved around. Making the best of each new posting takes an open mind, the Major says.

"You must have the grit and determination to do a

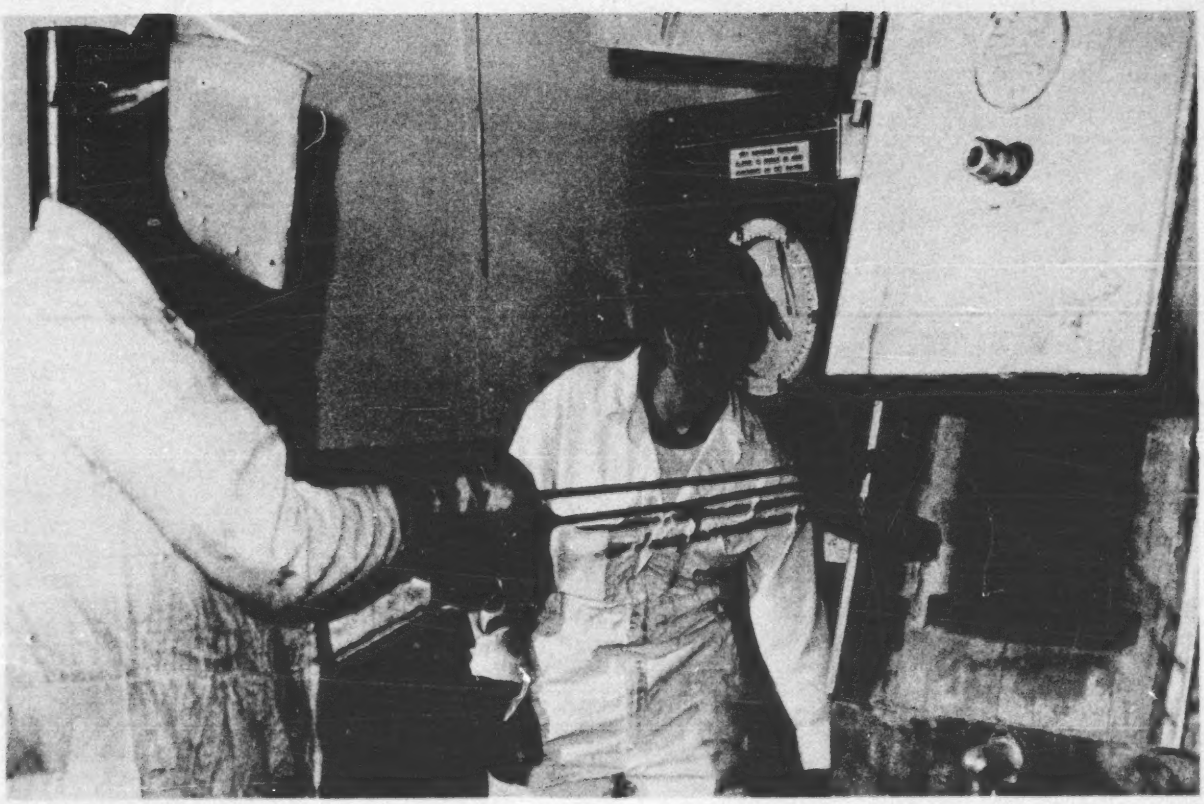
job thoroughly," he says. "In many jobs you can get away being 90 per cent right. In a combat situation there's only one way to be right — and that's 100 per cent. That's the sort of responsibility you have to be willing to take if you want to be an officer."

NATURE OF WORK


OFFICER CLASSIFICATIONS AND ENTRY CHART*
SEA OPERATIONS
MARITIME SURFACE & SUB-SURFACE
— COMBAT CONTROL
— WEAPONS
— SUBMARINE
— DIVING
MARITIME ENGINEER
LAND OPERATIONS
ARMOUR
ARTILLERY
— AIR OBSERVATION
— AIR DEFENCE
INFANTRY
AIR OPERATIONS
PILOT
AIR NAVIGATOR
AIR TRAFFIC CONTROLLER
AIR WEAPONS CONTROLLER
ENGINEERING
AERO SPACE ENGINEERING (AERE)
COMMUNICATIONS
ELECTRONICS ENGINEERING (CELE)
LAND ORDNANCE ENGINEERING (LORE)
MILITARY ENGINEERING (MILE)
OFFICER CANDIDATE TRAINING PLAN
Recruits from other ranks and from civilians: 3 months military training at Chilliwack, B.C. plus specialized career training
UNIVERSITY DEGREE PLANS
University degree in Science, Engineering, Mathematics, Arts or Administration
OR
Institute of Technology Diploma in Mechanical, Electrical, Electronics, Civil, Structural or Aeronautical Engineering.
REGULAR OFFICER TRAINING PLAN
Canadian Military Colleges
OFFICER DIRECT ENTRY
Graduates from civilian universities plus 3 months' military training at Chilliwack, B.C.
SPONSORED EDUCATION
Sponsored education at civilian university plus 3 months' military training at Chilliwack, B.C.
APPROPRIATE UNIVERISTY DEGREE, CIVILIAN UNIVERSITY
ANY CANADIAN MILITARY COLLEGE DEGREE OR ACCEPTED EQUIVALENT
APPROPRIATE UNIVERSITY DEGREE, CIVILIAN UNIVERSITY
3 months' military training, Chilliwack, B.C.
3 months' military training at Chilliwack, B.C., for non-C.M.C. graduates
3 months' military training, Chilliwack, B.C.
PERSONNEL SERVICES (BA/BSc Home Economics; Physical Education; etc.)
PERSONNEL DEVELOPMENT (Psychology, Social Work, Teacher's Training)
LEGAL SERVICES (Law Graduate, Generally Member of Bar in Canada)
CHAPLAINCY (Ordained Minister or Priest)
LOGISTICS SECURITY
MEDICAL/DENTAL OFFICER (Degree and licence to practice)
MEDICAL ASSOCIATE (Degree in Public Health or appropriate field)
NURSING OFFICER (Registered nurse)
PHARMACIST (Diploma or degree and licence to practise)
*ASK AT YOUR NEAREST RECRUITING CENTRE FOR FULL DETAILS



NATURE OF WORK



Non-Officer Ranks

Jim Black joined the Forces when he was 19, thinking it would be a good way to travel. Now 25, he's been all across Canada and is presently stationed at a small detachment in the Yukon.

"You never know where they'll send you next, or for how long," says Jim, who is now a telecommunications operator with the rank of corporal.

The trade of telecommunications operator is one of about 100 which can be learned with the Forces. Like all recruits signing on as a private, Jim joined up for five years and was sent for an 11-week Basic Training program.

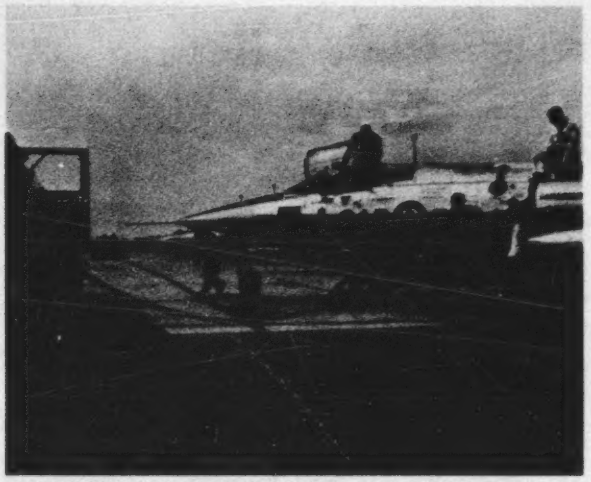
Basic Training for both men and women is held at Cornwallis, Nova Scotia, or St. Jean, Quebec. Training for both men and women includes lectures and study in military law, customs, history and organization, plus physical fitness, drill and marching. Women recruits receive weapons training and some field training; for men the field training is more extensive.

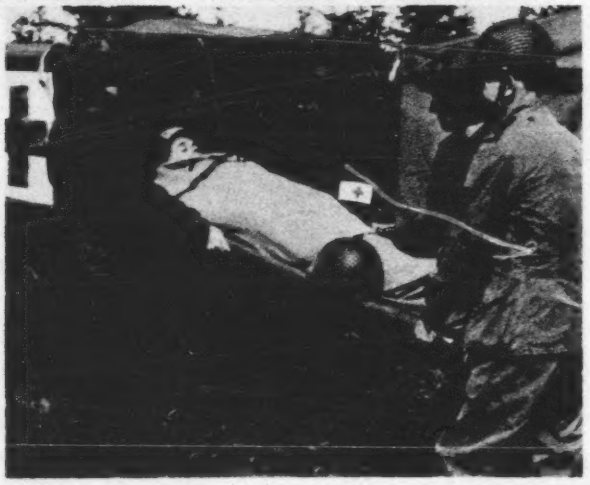
After Basic Training, the recruit is posted to a base and begins Trades Training. The first posting may be anywhere in Canada; the length depends on the trade.

The trades available range from Avionics Technician to Musician; they are listed on the chart on page 41. Some of these trades, which involve exposure to primary combat roles, sea-going operations and remote location operations, are closed to women. "At this time, it's the type of environment that determines which trades are closed to women," explains Captain Fran Alexander, Office of the Director of Women Personnel, in Ottawa.

Whichever trade you choose in the Forces they have one thing in common: the military way of life.

"Whatever you do, you must be willing to take orders from higher ranks without feeling inferior or taking things too personally," Jim Black comments. "And you simply have to accept the system of rank. You have to be a bit of a diplomat at first





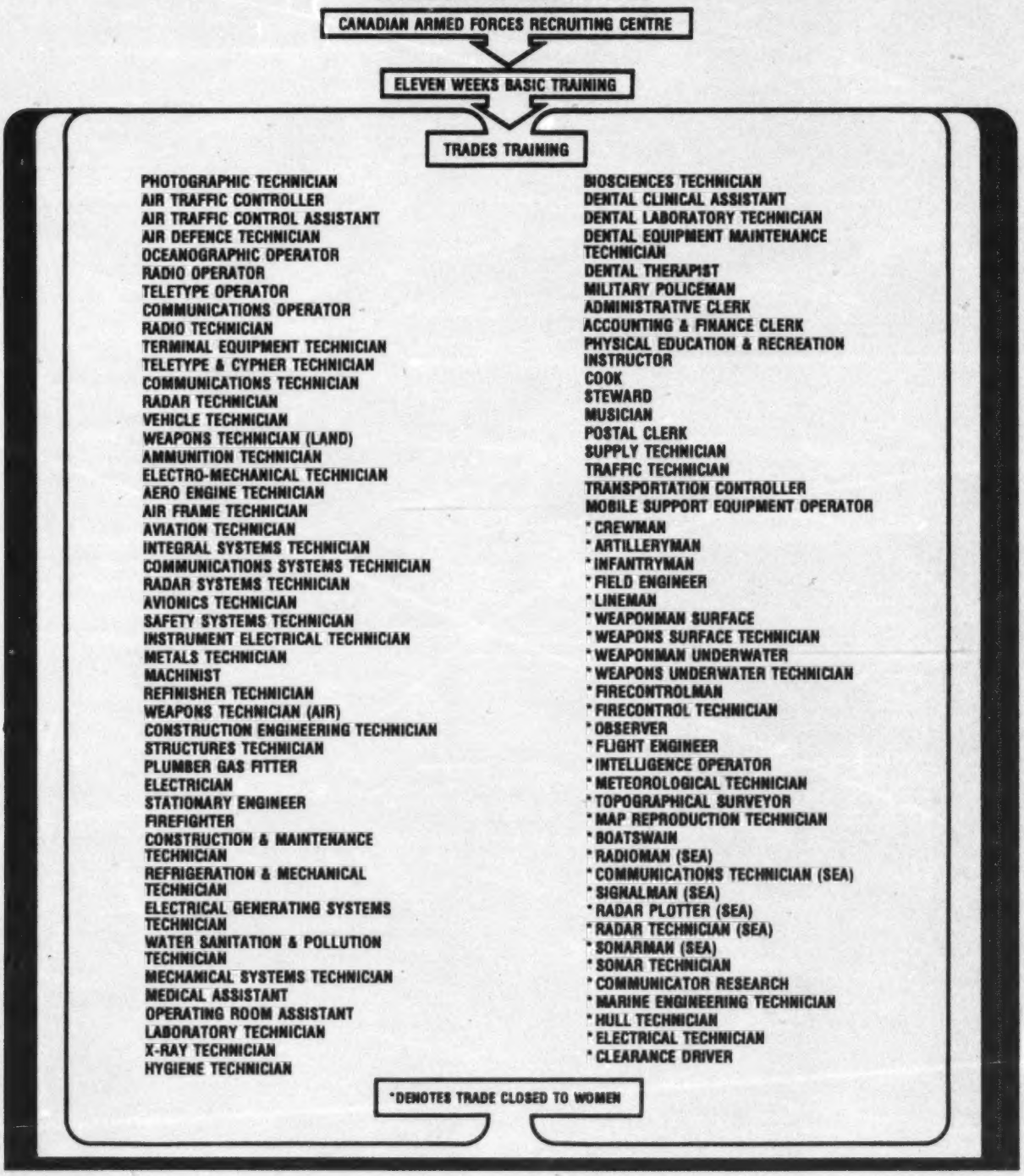
and learn to keep your feelings under control."

Working as he does at a small detachment, Jim says it's important to learn to work as part of a team, as was stressed in Basic Training: "You have to learn to take responsibility as it's handed to you," he says.

Jim admits that there are some things he doesn't like about Forces life — like wearing a uniform all the time and not having enough choice in postings.

"Still," he says, "I've learned a trade and seen a lot more than I would have done in any civilian job. I think that Forces life has a lot to offer to anyone who wants both to get around and learn a trade."

TRADES OPEN AND METHOD OF ENTRY FOR NON-OFFICER RANKS, CANADIAN ARMED FORCES



ADVANCEMENT

For many occupations, charts have been provided to give an idea of the variety of careers available in any one field after some initial experience.

A police officer, for instance, can expect to advance into criminal investigation or detective work only after at least five years of experience handling people and situations on patrol and general duty.

Many courses are becoming available in the field of protective services which would improve your chances of promotion. Police forces encourage those officers who show interest and ability to update their knowledge and become more specialized by taking courses at police colleges, universities and community colleges. The Canadian Police College in Ottawa, operated by the RCMP, is a training centre for police officers across Canada and throughout the world. Full pay and expenses are usually provided to police officers who wish to further their knowledge and whose applications to study are accepted.

More emphasis is now being placed on the prevention of crime and on helping offenders in prison adapt to life in the outside community. Therefore, there has been an increase in the need for rehabilitation officers and social workers to help offenders while they are in Canadian prisons and after their release. Correctional officers experienced in working closely with offenders may pursue these rewarding careers after taking the appropriate degree programs, and in some cases, acquiring further field experience.

In many of these fields, however, promotion is based on experience and is usually to a supervisory capacity. With promotion, you may find that the work is becoming more administrative and there is less contact with people. Many persons who describe their careers in this booklet say that they do not want to lose day-to-day contact and their sense of serving people — one of the main rewards of working in the protective services.

PREPARATION AND TRAINING

The most important qualification for all protective service occupations is the desire to help other people.

Unless you enjoy helping other people, no training could prepare you adequately for these careers. Some of the people who described their work said that the training was tough but worth it for the self-confidence it gave them in dealing with on-the-job situations.

Knowledge of basic English or French is important as reports must always be made. Secondary school subjects in the social sciences and environmental studies would also provide a useful background. Those interested in a career in firefighting would find chemistry and physics useful for later studies of hydraulics and fire prevention methods.

Post-secondary institutions offer programs in psychology, sociology and social work which would be excellent groundwork for correctional officers interested in rehabilitation and social welfare work. These careers are described in the booklet "Careers in Social Work and Social Welfare" in this series.

Anyone who is interested in conservation must certainly think about post-secondary education, since competition in this field is keen and work is becoming increasingly specialized. Programs in resource management and environmental protection are offered at community colleges and universities.

For a career as a customs or immigration officer, no specific courses are required; however, for both occupations a university degree is becoming necessary. For a career as an immigration officer, a knowledge of Canada's geography, economy and social patterns is important, and a general arts degree with careful selection of courses would be advisable.

Training for many of these occupations is given only by the employer. You should inquire for specific advice about the particular career you are interested in at a school guidance office, a Canada Manpower Centre or by writing to local institutions, recruiting centres, or employers.

FUTURE OUTLOOK

In 1975 there were approximately 142,000 people working in the protective service occupations described in this booklet, excluding the Canadian Forces.

In 1982 it is expected that there will be over 186,000 people (again excluding the Canadian Forces); an additional 45,000. This means that there will be about 30 per cent more people working in the protective services in 1982 than there are today.

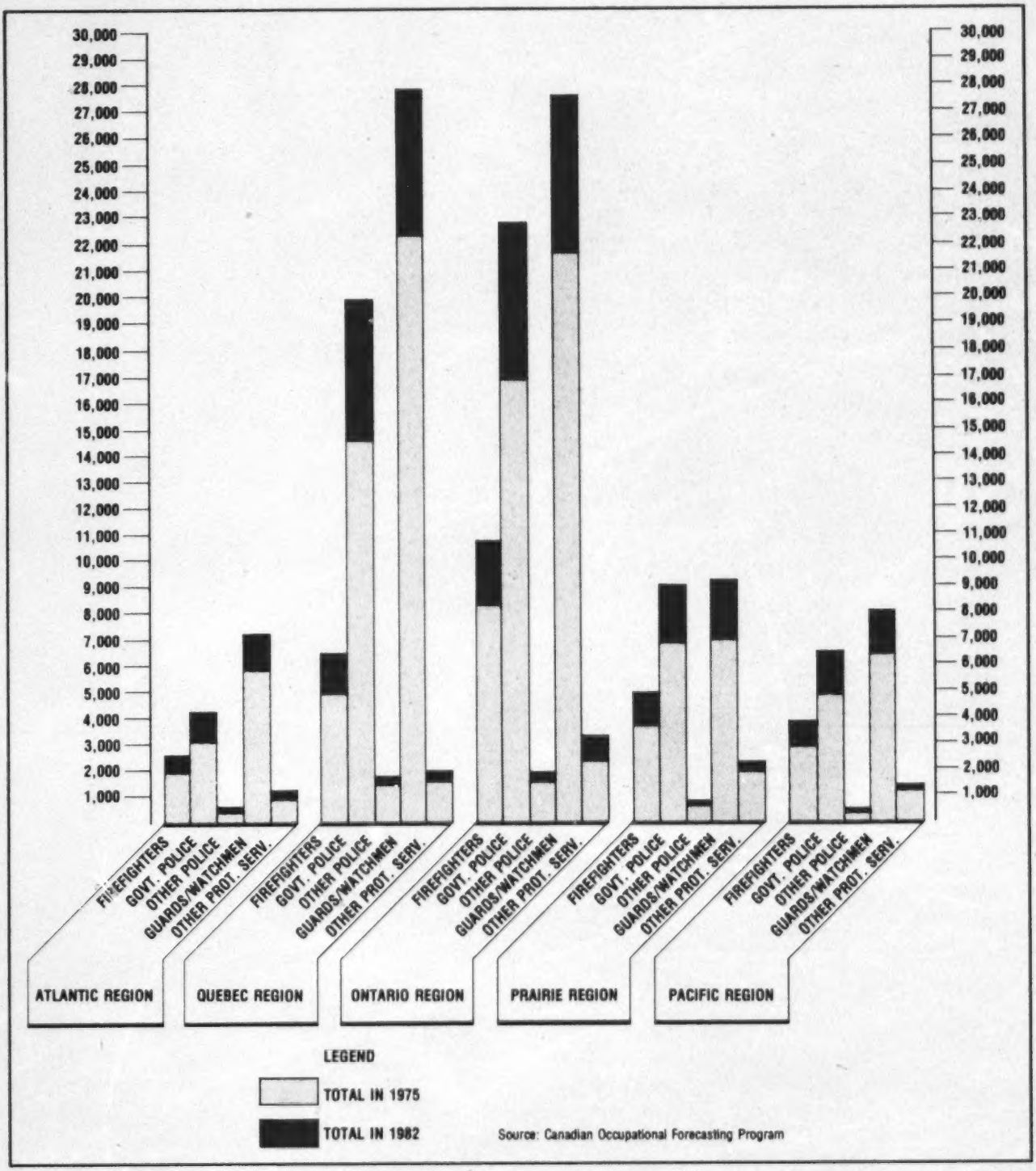
If you compare this with the average expected growth of between 12 and 18 per cent in the labour force over the same time span, you can see that protective service occupations are expected to play an increasing role in the country's economy.

The chart shows how many people worked in these groups of occupations in 1975 and the number expected to work in these positions in 1982. The two largest groups for each part of the country are the government police forces and the group 'guards and watchmen.' A steady and growing demand for reliable workers is expected in the government police forces. However, there is a very high 'turnover' for guards and watchmen, as many of these positions are either short-term or part-time.

What does this mean to you, if you are interested in one of the careers in protective services? Although the number of jobs available is clearly on the increase, competition for many of them is keen and standards for entry are rising.

There will, however, be a continuing and increasing demand for well-qualified people in these occupations, people who not only have the necessary academic entry requirements but who find a sense of satisfaction in serving others.

FUTURE OUTLOOK



WHAT'S THE NEXT STEP?

Before choosing your career, you need all the advice and information you can get. The best way to get it is by asking qualified people all the questions you can think of, even if you are afraid they may seem foolish at the time.

If you wish to find out more about a particular career, start by having a talk with a professional guidance counsellor, either in a Canada Manpower Centre or in a high school. You could also write to local institutions, recruiting centres, or employers for specific advice.

Your nearest Canada Manpower Centre has a staff of counsellors who are able to tell you more about employment possibilities in your area and where to apply for these occupations. They can also fill you in on opportunities in other towns and provinces if you are considering leaving home or moving.

Canada Manpower Centres also have a course that might help you — The Creative Job Search Technique (CJST). This course explains the basics of getting work as well as how to present yourself to future employers. You would be shown how to write a résumé (a list of your qualifications and experience) and letter of application, how to fill out applications, and how to conduct yourself during interviews.

Above all you must try to honestly assess your own likes and dislikes. Don't fool yourself into thinking about what you think you *ought* to do. All the people who have described their work in this booklet find that the satisfaction of helping others is a real reward in itself. So ask yourself, do I *need* that satisfaction of helping others or am I kidding myself that I need it?

RELATED PUBLICATIONS

Before you decide on a career, you should spend as long as possible looking into all sorts of career areas. Other Careers Canada booklets are being prepared, and if you are interested in some of the careers described in "Protective Services" you may be interested to read some of the booklets in related fields.

For instance, if you are interested in working with people experiencing social problems, you may consider some of the careers described in the "Social Sciences" booklet. Careers in resource protection would be covered more extensively in the booklet "Careers in Natural Sciences."

For those interested in a career with the Canadian Forces, detailed literature is available from your nearest recruiting centre or in the school guidance office.

If, however, you want specific information about a particular career mentioned in this booklet, ask at your local Canada Manpower Centre or school guidance office about Careers Provinces leaflets. These leaflets have been prepared to accompany Careers Canada booklets and give specific information regarding entry requirements, preparation and training, salary scales and working conditions for each occupation in each province.